

# OCCUPATIONAL OUTLOOK and Training Directory

CONTRA COSTA COUNTY 2002 - 2003



# OCCUPATIONAL OUTLOOK 2002 - 2003

# **Contra Costa County**

A PRODUCT OF
THE CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM

## Sponsored by:

Workforce Development Board of Contra Costa County

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State of California Employment Development Department, Labor Market Information Division www.edd.ca.gov and www.calmis.ca.gov

California Career Resource Network

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We hope you find this report useful.

Workforce Development Board of Contra Costa County

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INTRODUCTION

#### **CHAPTER 1**

This report presents the 2002, 2001, and 2000 findings of the California Cooperative Occupational Information System (CCOIS) formerly called the State and Local Cooperative Labor Market Information Program (LMI). The Workforce Development Board of Contra Costa County conducts this project in partnership with the State of California Employment Development Department (EDD). The survey area of this program includes all of Contra Costa County. When referring to this project in this report, the term LMI Program will be used.

#### **PURPOSE**

The purpose of this Occupational Outlook Report is to improve the match between the workforce needs of employers and the skills of job seekers by providing historic and current, localized occupational information. This report provides information for labor market decisions, including human resources management, and career and vocational training program planning. A number of occupations were purposely studied with the job seeker, education and training providers, and business in mind. When conducting research we keep the following users in mind: the under-employed, incumbent workers, CalWORKS participants, older workers and youth job seekers; k-12 education, adult school, regional occupational program, community college, university, business and technical school, community based organization, job corps, and apprenticeship training program; start-up business, thriving business, incubators, small business development, medium and large business as well.

The Occupational Outlook Report will also serve as an important tool in the formulation and implementation of new and innovative workforce development policies and strategies by the Workforce Development Board of Contra Costa County. This report provides important information that will allow the Workforce Development Board to better understand the local and regional labor markets and, thereby, respond to the critical needs of employers, employees, and job seekers.

Labor market information is a guide when making labor market decisions, not the absolute answer. Users of labor market information should consider changes that occurred after data collection when making labor market decisions. This is particularly true when looking at findings from earlier years. These changes might be new industries and businesses, rapidly evolving and frequently changing skill-set needs, plant closures, layoffs, and other economic fluctuations.

#### **USAGE**

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below:

Workforce Development This report provides critical workforce development information that

can help shape workforce development policies and training programs and strategies to meet the needs of the county's workforce and

employers.

Economic Development Local governments and economic development organizations can use

the supply/demand, occupational size, expected growth rates, and wage data information to determine the suitability of Contra Costa

County for business growth and development.

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#### **USAGE**, continued

Career Decisions Career counselors, workforce development advisors, and job seekers

can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences,

wages, labor demand, and sources of employment and training.

Program Planning This report provides local planners and administrators with

employment and training, and placement data, as well as occupational size and expected growth rates. Program planners can use these data to evaluate, improve, and eliminate programs, or to plan new

programs.

Curriculum Design Education and training providers can assess and update their

curriculum based on current employer needs and projected trends as

indicated in this report.

Program Marketing Education and training providers can effectively market their programs

by informing students, employers, and others that the chances for job placements are much greater because their programs are developed

using reliable local information.

Human Resources Management Small business owners and large corporate human resource directors

alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

#### **EMPLOYER NEEDS**

In research, the Occupational Outlook Report is a resource that promotes relations between companies across industry lines. Human Resources Managers gain a better understanding of current workforce activities among employees working in similar occupations. The wage, benefit, and employment outlook information contained in the report informs employers of the future of not only parallel, but also dissimilar industries that share a common workforce. The LMI Program meets employers' needs by ensuring that training providers keep abreast of local employers' hiring requirements.

#### **JOB SEEKER NEEDS**

The Occupational Outlook Report is a research resource that enables individual employment and training decision-making. Employers reported education, training, and skill requirements that provide a base of knowledge and guidance for both occupation and industry needs. Designed for use by highly skilled, midlevel or entry-level job seekers, this local information is a fundamental ingredient in the career navigation equation. The LMI Program meets job seekers' needs by promoting individual responsibility in career management.

**INTRODUCTION** 

#### **USAGE**, continued

#### **SELECTION OF OCCUPATIONS**

Local users of labor market information helped select the occupations for survey in March 2002 through a questionnaire administered by the EASTBAY *Works* Labor Market Information Committee. Among the participants were business services representatives; vocational program administrators and counselors; Regional Occupational Program administrators; economic development practitioners; Department of Social Services personnel; employment and training representatives, and Employment Development Department staff.

#### LIST OF OCCUPATIONS

The following pages present alphabetically the occupations surveyed in the year 2002, and all occupations studied since 1994 (first year of this program), by Occupational Employment Statistic (OES) Code Divisions.

# Year 2002 Surveyed Occupations in Alphabetical Order

Accountants and Auditors

Automotive Glass Technicians

**Biotechnology Laboratory Assistants** 

Cashiers

Child Care Workers

Cooks - Specialty Fast Food

Counter and Rental Clerks

**Database Administrators** 

Dispatchers - Police, Fire, and Ambulance

**Education Administrators** 

Electricians

General Office Clerks

Hand Packers and Packagers

Heating, Air Conditioning, and Refrigeration Mechanics and Installers

Helpers - Carpenters and Related

**Human Service Workers** 

Instructional Aides

Insurance Policy Processing Clerks

**Operating Engineers** 

Optometric Assistants

Packaging and Filling Machine Operators and Tenders

Painters, Paperhangers - Construction and Maintenance

Production, Planning, and Expediting Clerks

Truck Drivers – Heavy or Tractor Trailer

# OCCUPATIONS SURVEYED IN 1994 – 2002 LISTED BY OCCUPATIONAL EMPLOYMENT STATISTIC (OES) CODE DIVISIONS

#### **Managers and Administrative Occupations**

130020	Financial Managers, 1995 and 1998		
130050	Personnel, Training, and Labor Relations Managers, 1995 and 1998		
130080	Purchasing Managers, 1997		
130110	Marketing, Advertising and Public Relations Managers, 1996 and 2000		
130140	Administrative Services Managers, 1997		
130170	Engineering, Mathematical, and Natural Sciences Managers, 1996 and 2001		
150050	Education Administrator, 2002		
150110 150170	Property and Real Estate Managers and Administrators, 1997 Construction Managers, 1995 and 1999		
190050	General Managers and Top Executives, 1996 and 2000		
185167999	Manager, Retail Store, 2000		
Professional, Paraprofessional, Technical			
	Accountants, Auditors, Finance Specialists		
211080	Loan Officers and Counselors, 1996		
211140	Accountants and Auditors, 1994, 1998, and 2002		
	Personnel, Training, Labor-Relations Specialists		
215080 215110	Employment Interviewers - Private or Public Employment Service, 1997 and 2000 Personnel, Training, and Labor Relations Specialists, 1999		
210110	r crooming, training, and Labor Relations opecialists, 1999		
219020	Other Management Support Workers Cost Estimators 2001		
219020	Cost Estimators, 2001		
	Cost Estimators, 2001  Engineers		
221140	Cost Estimators, 2001  Engineers Chemical Engineers, 1996		
221140 221260	Cost Estimators, 2001  Engineers Chemical Engineers, 1996 Electrical and Electronic Engineers, 1996		
221140 221260 221270	Cost Estimators, 2001  Engineers Chemical Engineers, 1996 Electrical and Electronic Engineers, 1996 Computer Engineers, 1995		
221140 221260 221270 221350	Cost Estimators, 2001  Engineers Chemical Engineers, 1996 Electrical and Electronic Engineers, 1996 Computer Engineers, 1995 Mechanical Engineers, 1995		
221140 221260 221270 221350 003061999	Cost Estimators, 2001  Engineers Chemical Engineers, 1996 Electrical and Electronic Engineers, 1996 Computer Engineers, 1995 Mechanical Engineers, 1995 Telecommunications Engineers, 1998		
221140 221260 221270 221350	Cost Estimators, 2001  Engineers Chemical Engineers, 1996 Electrical and Electronic Engineers, 1996 Computer Engineers, 1995 Mechanical Engineers, 1995 Telecommunications Engineers, 1998 Software Engineers, 2000		
221140 221260 221270 221350 003061999 030062999	Cost Estimators, 2001  Engineers Chemical Engineers, 1996 Electrical and Electronic Engineers, 1996 Computer Engineers, 1995 Mechanical Engineers, 1995 Telecommunications Engineers, 1998 Software Engineers, 2000  Engineering Related Technicians		
221140 221260 221270 221350 003061999 030062999	Cost Estimators, 2001  Engineers Chemical Engineers, 1996 Electrical and Electronic Engineers, 1996 Computer Engineers, 1995 Mechanical Engineers, 1995 Telecommunications Engineers, 1998 Software Engineers, 2000  Engineering Related Technicians Civil Engineering Technicians and Technologists, 1996		
221140 221260 221270 221350 003061999 030062999	Cost Estimators, 2001  Engineers Chemical Engineers, 1996 Electrical and Electronic Engineers, 1996 Computer Engineers, 1995 Mechanical Engineers, 1995 Telecommunications Engineers, 1998 Software Engineers, 2000  Engineering Related Technicians Civil Engineering Technicians and Technologists, 1996 Electrical and Electronic Engineering Technicians and Technologists, 1994 and 1999		
221140 221260 221270 221350 003061999 030062999 225020 225050 225140	Cost Estimators, 2001  Engineers Chemical Engineers, 1996 Electrical and Electronic Engineers, 1996 Computer Engineers, 1995 Mechanical Engineers, 1995 Telecommunications Engineers, 1998 Software Engineers, 2000  Engineering Related Technicians Civil Engineering Technicians and Technologists, 1996 Electrical and Electronic Engineering Technicians and Technologists, 1994 and 1999 Drafters (CAD), 1994 and 1998		
221140 221260 221270 221350 003061999 030062999	Cost Estimators, 2001  Engineers Chemical Engineers, 1996 Electrical and Electronic Engineers, 1996 Computer Engineers, 1995 Mechanical Engineers, 1995 Telecommunications Engineers, 1998 Software Engineers, 2000  Engineering Related Technicians Civil Engineering Technicians and Technologists, 1996 Electrical and Electronic Engineering Technicians and Technologists, 1994 and 1999		
221140 221260 221270 221350 003061999 030062999 225020 225050 225140 003362999	Cost Estimators, 2001  Engineers Chemical Engineers, 1996 Electrical and Electronic Engineers, 1996 Computer Engineers, 1995 Mechanical Engineers, 1995 Telecommunications Engineers, 1998 Software Engineers, 2000  Engineering Related Technicians Civil Engineering Technicians and Technologists, 1996 Electrical and Electronic Engineering Technicians and Technologists, 1994 and 1999 Drafters (CAD), 1994 and 1998 Computer Aided Design (CAD) Technicians, 2001		

251030 251040 251051 031126299 031132999 033162996 213132999	Database Administrators, 2002 Computer Support Specialists, 1999 Computer Programmers, including Aides, 1994 and 1998 Local/Wide (LAN/WAN) Area Network Managers, 1996 Network Professionals, 1999 Computer Network Technicians, 2000 Computer and Software Support Technicians, 2001			
273080	Other Social Science Related Workers Human Service Workers, 1999 and 2002			
283050	Legal Assistants, Technicians, except Clerical Paralegal Personnel, 1994			
٦	Teachers, Educators, Librarians			
313021 313022 313040 313050 313080 313110 313140 313210	Other Teachers and Instructors Preschool Teachers, 1996 Kindergarten Teachers, 1996 Teachers and Instructors - Vocational Education and Training, 1994 Teachers - Elementary School, 1997 Teachers - Secondary School, 1997 and 2001 Teachers - Special Education, 1995 and 2000 Teachers and Instructors-Vocational Education and Training, 1999 Instructors and Coaches - Sports and Physical Training, 2000  Librarians, Archivists and Related			
315140 315211	Vocational and Educational Counselors, 1994 and 2001 Instructional Aides, 1999 and 2002			
ŀ	Health Practitioners, Technicians and Related			
325020 325050 325140 325181	Health Care Maintenance, Treating Registered Nurses, 1996 and 2001 Licensed Vocational Nurses, 1997 Opticians-Dispensing and Measuring, 1999 Pharmacy Technicians, 1995			
329050 329080 329110 329170 041061997 041061999 041061999 079364998	Other Health Professionals, Paraprofessionals  Medical and Clinical Laboratory Assistants, 1994 Dental Hygienists, 1997 Medical Records Technicians, 1994 Radiologic Technologists - Therapeutic, 1995 Biotechnology Laboratory Assistants, 2002 Biotechnologists, 1995 Biotechnology Research Assistants 1998 Optometric Assistants, 2002			

031064999 141061998 979382999	Internet Web Site Designers/Developers (Webmasters), 1999 Graphic Designers, 2001 Desktop Publishing - Graphic Designers, 1997		
Sales and Related Occupations			
410020	First Line Supervisors and Managers - Sales, and Related, 1995		
430140	Sales Agents—Service Sales Agents – Securities, Commodities and Financial Services, 2001		
490080 490112 490170 490210 490230 490260 490340	Merchandise, Products, and other Sales Sales Representatives Except Scientific and Related Products, 2000 Salespersons - Retail (except Vehicle Sales), 1997 and 2001 Counter and Rental Clerks, 1998 and 2002 Stock Clerks, Sales Floor, 1998 Cashiers, 1997 and 2002 Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers, and Related Workers, 1997 Demonstrators and Promoters, 2001		
	Clerical, Administrative Support		
510020	First Line Supervisors/Managers - Clerical/Administrative Support, 1994		
	Industry Specific Clerical, Administration		
531210	Banking, Security, Finance, Credit Loan and Credit Clerks, 1994 and 2001		
533140	Insurance Workers Insurance Policy Processing Clerks, 2002		
535080	Investigative Related, Excluding Insurance Bill and Account Collectors, 1994 and 2000		
538080	Lodging and Travel Workers Hotel Desk Clerks, 1998		
531230	Industry Specific Clerical, Admin Adjustment Clerks, 2000		
551020 551080 553050	Secretarial, General Office Occupations Secretaries, Legal, 1996 Secretaries, Except Legal and Medical, 1995 and 1999 Receptionist and Information Clerks, 1996 and 1999		

553070 553380 553210 553230 553350 553470	Secretarial, General Office Occupations, cont.  Typists, including Word Processing, 1994  Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers, 1996 and 2000 File Clerks, 1997  Order Clerks, - Materials, Merchandise, and Service, 1998  Customer Service Representatives - Utilities, 1997  General Office Clerks, 1994, 1999, and 2002
560110 560170	EDP and Office Machine Occupations Computer Operators, 1994 Data Entry Keyers - except Composing, 1995
580020 580230 580280 580080	Material Recording, Dispatching  Dispatchers – Police, Fire, and Ambulance, 2002  Stock Clerks, Stockroom, Warehouse, Storage Yard, 1995 and 1998  Traffic, Shipping, and Receiving Clerks, 1995 and 1998  Production, Planning, and Expediting Clerks, 2002
	Service Occupations
630140 630350 630470 650020 650080 650170	Protective Service Occupations Police Patrol Officers, 2001 Detectives and Investigators, except Public, 1998 Guards and Watch Guards, 1996 and 2001  Food, Beverage Preparation and Service Occupations Hosts, Hostesses - Restaurant, Lounge or Coffee Shop, 1997 Waiters and Waitresses, 1996 and 2000 Counter Attendants, 2000
650210 650260 650320 650380 650410	Bakers-Bread and Pastry, 1996 Cooks – Restaurant, 1996 and 2000 Cooks – Specialty Fast Food, 2002 Food Preparation Workers, 1996 and 1999 Combined Food Preparation and Service Workers, 1997
660020 660050 660080 660110 660171 660172	Health Service, Related Occupations  Dental Assistants, 1996 and 2000  Medical Assistants, 1994, 1998 and 2001  Nurse Aides, 1996 and 2001  Home Health Care Workers, 1994, 1998 and 2001  Physical Therapy Assistants, 2000  Physical Therapy Aides, 2000
670020 670050 670080	Cleaning, Building Services Except Private Houses  Maids and Housekeeping Cleaners, 1998 and 2001  Janitors and Cleaners - except Maids and Housekeeping Cleaners, 1996 and 2001  Pest Controllers and Assistants, 1995

680050 680080 680140 680210 680380	Miscellaneous Personal Service Occupations Hairdressers, Hairstylists, and Cosmetologists, 1999 Manicurists, 1999 Amusement and Recreation Attendants, 1997 Ushers, Lobby Attendants, and Ticket Takers, 1998 Childcare Workers, 1998 and 2002
	Agricultural, Forestry, Fishing
790050 790300 790330 790410	Miscellaneous Agricultural, Forestry, Fishing Nursery Workers, 1997 Gardeners, Groundskeepers - except Farm, 1995 Pruners, 2000 Laborers, Landscaping and Groundskeeping, 1998  Production, Construction, Operations, Material Handling
	Production, Construction, Operations, Material Handling
810050	First-Line Supervisor/Manager - Blue Collar First Line Supervisors/Managers Construction Trades and Extractive Workers, 1997
851320 853020 853050 853110 857020 857050 857080 857110 859020 865684999	Mobile Equipment Mechanics, Repairers  Maintenance Repairers - General Utility, 1994 and 1998  Automotive Mechanics, 1994, 1998 and 2001  Automotive Body and Related Repairers, 1997  Bus and Truck Mechanics and Diesel Engine Specialists, 1999  Telephone and Cable T.V. Line Installers and Repairers, 1999  Data Processing Equipment Repairers, 1994 and 2000  Electronic Home Entertainment Equipment Repairers, 2000  Electric Home Appliance and Power Tool Repairers, 1999  Heating, Air Conditioning, Refrigeration Mechanics, and Installers, 1994 and 2002  Automotive Glass Technicians, 2002
871020 871080	Carpenters and Related Workers Carpenters, 1995 Drywall Installers, 2001
872020	Electricians and Related Workers Electricians, 1994 and 2002
873020 873110 873170	Masons and Related Workers Brick Masons Concrete and Terrazzo Finishers, 1997 Plasters and Stucco Masons, 2001
874020	Painters and Related Workers Painters, Paperhangers – Construction and Maintenance, 1995 and 2002

Plumbers and Related Workers

875020 Plumbers, Pipefitters, Steamfitters, 1994

Carpet, Floor Installers

876020 Carpet Installers

Construction Trades. NEC

878080 Roofers, 1999

**Production Occupations, Precision** 

**Metal Workers Precision** 

891080 Machinists, 1995 and 2000

**Other Precision Workers** 

Machine Setters/Set-Up Operators - Except Metal and Plastic

929740 Packaging and Filling Machine Operators and Tenders, 2002

**Assemblers and Fabricators - Hand** 

Other Hand Workers

939050 Electrical and Electronic Assemblers, 2000 939140 Welders and Cutters, 1994 and 2000

939560 Assemblers and Fabricators - Except Machine, Electrical, Electronic,

and Precision, 1998

Plant and System Occupations

950080 Chemical Plant and Systems Operators, 1995 955559999 Hazardous Materials Waste Technicians, 1994 168267998 Hazardous Waste Disposal Specialists, 1997

**Motor Vehicles Operators** 

971020 Truck Drivers - Heavy or Tractor Trailer, 1998 and 2002

971050 Truck Drivers, Light - including Delivery and Route Workers, 1996 and 2000

971170 Driver/Sales Workers, 1995 921683999 Forklift Operators, 1999

Material Movement Equipment Operators

979470 Industrial Truck and Tractor Operators, 1995 and 1999

979560 Operating Engineers, 2002

Construction Trades, Extractive - Helpers

983120 Helpers - Carpenters and Related, 1997 and 2002

Miscellaneous Helpers, Laborers - Hand

989020 Hand Packers and Packagers, 1996, 1999, and 2002

#### **CHAPTER 2**

#### **OCCUPATIONAL SELECTION**

The following process was used to select the occupations to be included each year. Initially, criteria were identified to narrow the list of occupations to be surveyed. The criteria were:

- the majority of occupations have a substantial employment base in the county
- the majority of occupations have a substantial number of job openings in the county
- the majority of occupations accept a high school diploma as the required educational level for employment

For these three criteria, occupational forecast tables prepared by the California Employment Development Department were reviewed. These tables provide past, present, and future employment by occupation and projected job growth rates for occupations in Contra Costa County. Using these tables, a preliminary list was developed. Those occupations showing a strong projected growth rate and/or having a substantial employment base, and expected to have a substantial need for replacement employees were selected.

Local users and producers of labor market information who were invited to community meetings and/or participated in an Occupation Selection Ad Hoc Committee at the beginning of each program year reviewed this list. With input from these users, occupations were dropped and others added until a final list of occupations to be studied for the year was developed. Each occupation was then clearly defined to ensure that the information collected pertained to the appropriate occupations.

#### **DEFINITION OF OCCUPATION**

Occupations represent what workers do. They are the name or title used to identify the various activities and functions of a worker. The method for classifying an occupation used in the program is the Occupational Employment Statistics (OES) classification system developed by the U.S. Department of Labor's Bureau of Labor Statistics (BLS), or the Dictionary of Occupational Titles (DOT) developed by the Department of Labor. BLS uses the OES classification system nationwide to study staffing patterns within industries. The DOT is used nationwide to properly match jobs with workers.

#### **SURVEY SAMPLE SELECTION**

After the occupations were selected and defined, an employer sample was developed for each occupation. One consideration in drawing up the employer sample was to identify the industry classification.

An industry is a title for a group of firms that produce similar goods and services. An industry title represents the economic activity in which a firm is engaged. Industries are classified by the Standard Industrial Classification Manual. There are nine major industry groups that contain detailed industry categories. Every firm in the state is classified in one or more of these detailed industry categories, according to the products or services they provide.

#### **SURVEY SAMPLE SELECTION, continued**

EDD staff, using a detailed database of employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a registered nurse would generally work for a firm classified in the health services category, whereas a receptionist and information clerk may be scattered across several industries, such as health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. This sample was carefully reviewed by the LMI staff and employers were added and deleted, as appropriate, to obtain a sample of 40 employers for each occupation. This process of adding and deleting employers included the following procedures:

- To the extent possible, staff attempted to verify the existence of the occupation at the company in the original sample. Many employers were eliminated from the sample at this time because they never hired in the occupation or no longer hired in the occupation due to downsizing and/or restructuring, they were no longer in business, or a local address or phone number could not be verified. Whenever it was determined that a firm hired in the occupation, a contact person's name was obtained, the study was described, and participation was encouraged.
- As necessary, other employers not selected for the original EDD sample were added to ensure a sample size of 40 employers. These employers were selected based on staff's knowledge of local firms, the Yellow Pages, or other directories of county firms.

#### QUESTIONNAIRE DEVELOPMENT

A basic questionnaire was used for all occupations. The LMI Coordinator, with the assistance of regional partners and EDD staff, developed a list of workforce development questions that was added to each questionnaire prior to beginning the survey.

#### SURVEY PROCEDURES

The following survey procedures were used each year:

- Questionnaires were mailed to a sample of 40 employers for each occupation, beginning July 8, 2002.
- Employers not responding within a stated response time were contacted by phone to encourage them to return the questionnaire, via mail or fax. Employers were also given the opportunity to complete the questionnaire by phone.
- All surveys were reviewed to monitor accuracy and completeness. Employers were contacted if answers were unclear.
- If a sufficient number of responses could not be obtained from the finalized sample of 40 employers, additional employers to survey were again identified. This was necessary when an employer could not match the occupational description with a company position, or refused to participate in the survey.
- Data collection was completed on October 11, 2002.

**PROGRAM METHODS** 

#### **TABULATION AND RESULTS**

The local LMI Aides entered survey responses into a database and tabulations were generated on computer software provided by EDD, with the exception of workforce development specific data, which were tabulated separately. From those tabulations, the data were analyzed and the final occupational summaries were prepared.

Each occupational summary contains information on education, training and other hiring requirements, computer and other skills sought, schools offering related training programs, wages and benefits, promotional opportunities, size and employment of the occupation, supply and demand, employment trends, and other information.

Specific employer information is and will remain confidential.

#### **CHAPTER 3**

Following are descriptions of each section of the Occupational Summaries:

#### **OCCUPATION**

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) or Dictionary of Occupational Titles. The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, updated for California as of July 1993, and the DOT, published by the U.S. Department of Labor, Employment and Training Administration, Fourth Edition, Revised in 1991.

#### **KEY TERMS**

The words all, almost all, most, many, some or few are used when showing percentage of responding employers' replies to an occupation's employment. Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision. The reader should use the following guidelines when these terms are used:

All Employers	100%
Almost All employers	80% up to but not including 100% of the survey respondents
Most employers	60% up to but not including 80% of the survey respondents
Many employers	<b>40% up to but not including 60%</b> of the survey respondents
Some employers	20% up to but not including 40% of the survey respondents
Few employers	Less than 20% of the survey respondents

#### **EDUCATION. TRAINING. AND EXPERIENCE**

This section presents the education level employers require, whether training is required prior to employment and whether responding employers require previous work experience. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

**Education of recent hires** indicates the minimum level of formal education that employers require when hiring an applicant. Employers were asked to check only one level of education from the choices (less than high school, high school or equivalent, associate 2-year degree, bachelor 4-year degree, or graduate study).

**Training** shows the percentage of responding employers who stated **training** is required, is not required, or is not required, but preferred prior to employment. Employers were also asked about the amount and type of training for the occupation.

**Previous work experience required** reports the percentage of responding employers who state previous work experience is required, is not required, or is not required, but preferred. Also reflected is the number of months and type of previous work experience reported as acceptable prior to employment.

#### OTHER REQUIREMENTS

This section presents typical employer preferences for skills and key personal traits of those working in the occupation, as well as schools offering related training programs for the occupation.

Each year employers were asked to identify **skills** desired to perform the functions of the occupation. In 2000, **workforce development** questions were asked to address specific promotion, training, and staffing issues surrounding job seeker needs. In 2001 and 2002, **skill sets** were created to identify new skills required, important skills for career advancement, computer skills, and skill shortages.

**Local schools offering related training programs** are listed alphabetically for each occupation surveyed. Please refer to Appendix A for a list of local schools offering courses related to the occupations studied in 2000-2002. Please refer to the State Training Inventory (<a href="http://sti.soicc.ca.gov/sti">http://sti.soicc.ca.gov/sti</a>) for further program information.

Training data was collected in fall and winter of 2000 and Summer and Fall of 2002. The validity of this information is based solely on information provided by the training facility. Users of this information are encouraged to contact the training provider to verify the accuracy of the information.

#### **WAGES AND OTHER INFORMATION**

The wage data enables comparison of salaries within certain ranges. Wage data do not represent official prevailing wages. The ranges represent information obtained primarily from employer surveys, with extreme answers excluded. Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision. LMI staff collected wage data in the spring, summer, fall and winter of 2000, 2001, and 2002. Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. It should be noted that as of January 1, 2002 the minimum wage increased from \$6.25 per hour to \$6.75 per hour. The report does not include extreme wages. Terms used to describe employees' experiences are:

New hires, no experience	The wages of persons trained but with no paid experience in the occupation.
New hires, experienced	The wages paid to journey-level or experienced persons just starting at the firm.
Experienced, 3 years with firm	The wages generally paid to persons with three years' journey-level experience at the firm.

**Hours** show the full-time, part-time, temporary/on call, and seasonal status of employees reported by responding employers and the average hours employees in each of these time bases work.

**Unionization** shows the percentage of firms and employees that are union. In 1999, this section also lists union organizations for which employers report affiliation.

**Employment Distribution by Gender** gives a percent breakdown of gender distribution in the particular occupation.

## TERMS USED IN OCCUPATIONAL SUMMARY SECTION

## **OTHER REQUIREMENTS, continued**

Benefits show the percentage of responding employers offering benefits to employees working in the occupation

**Promotional opportunities** refer to advancement opportunities to a higher position. This information is obtained from the responding employers' answers to the question regarding promotional possibilities from the occupation to a higher-level position.

#### SIZE AND EMPLOYMENT OUTLOOK

#### SIZE

The size of a particular occupation refers to the estimated number of workers within Contra Costa County. Occupational size in Contra Costa County is measured using the following scale:

	2000	2001	2002
Small	Less than 499	Less than 511	Less than 525
Medium	499 to 997	511 to 1,021	525 to 1,048
Large	998 to 2,160	1,022 to 2,214	1,049 to 2,272
Very Large	2,161 and above	2,215 and above	2,273 and above

#### OUTLOOK

In most cases, one of several standard terms will describe the expected occupational growth rate for the outlook period.

Much Faster than average = 1.5 or more

Faster Than Average = 1.1 to but not including 1.5

Average = 0.9 to but not including 1.1

Slower Than Average = 1.8 to but not including 1.1

Less than 0.9, greater than 0

Remain Stable = Zero

Slow Decline = less than zero

The projected average growth for Contra Costa County in 2000, 2001, and 2002 was 18.0 percent.

The employment trends outlook is based on projections over a 7-year period. In 2000 and 2001 the projections period covers 1997-2004. In 2002 the projections period covers 1999-2006. It is important not to over emphasize growth in an occupation.

For most occupations, more openings are the result of industry growth rather than of workers leaving the labor force (attrition) or changing occupations. Replacement openings are most numerous in occupations with relatively low training.

#### **SUPPLY AND DEMAND ASSESSMENT**

The terms presented in this section of the summaries refer to the relative difficulty employers experienced in locating qualified applicants for entry-level and experienced positions in the occupation. The terms used in describing the local supply and demand situation found in the area currently are defined as:

Very Difficult	Demand is considerably greater than supply of qualified applicants.
	Employers often cannot find qualified applicants when openings exist. Qualified applicants encounter no competition in their job search.
	Qualified applicants encounter no competition in their job search.

**Moderately Difficult**Demand is somewhat greater than the supply of qualified applicants.
Employers may have some difficulty finding qualified applicants at times.

Applicants may find little competition in their job search.

#### TERMS USED IN OCCUPATIONAL SUMMARY SECTION

#### SIZE AND EMPLOYMENT OUTLOOK, continued

**Not Difficult** Supply of qualified applicants is considerably greater than demand,

creating a very competitive job market for applicants.

Employers were asked how many vacancies were filled in their firms over the last 12 months due to promotions, employees leaving, new positions, or temporary/seasonal workers.

Employers were asked if they expect their firms' employment in the occupation to decline, remain stable, or grow over the next two years.

#### RECRUITMENT

Recruitment lists the main methods responding employers use to recruit employees.

#### MAJOR EMPLOYING INDUSTRIES

Types of industries shown in this section, for OES coded occupations, were derived from the major Standard Industrial Classification (SIC) codes of employers surveyed. For non-OES coded occupations, types of industries shown in this section were derived from the SIC codes of responding employers.

**Related Dictionary of Occupational Titles (DOT) Code** refers the reader to a related DOT code that users could refer to when researching occupations.

**California Occupational Guide Number (COG#)** refers to a series of detailed occupational descriptions prepared by the Labor Market Information Division of the Employment Development Department. These guides are updated regularly and provide information relevant to the State of California. Not all occupations had a corresponding guide at the time this document was printed but new occupations are regularly added. It is recommended that you refer to the Occupational Guides for more detailed information concerning the occupation.

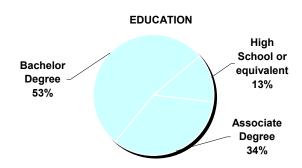
**License/Certification** though not included in the individual occupational summaries provides a list of those occupations surveyed that require a license or certificate. Information regarding license/certification was obtained from the California License Handbook, 6<sup>th</sup> edition, 1999. Please refer to Appendix B for further information.

#### **CHAPTER 4**

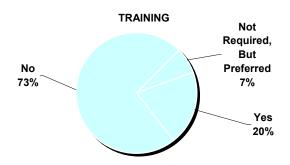
Seventy-four occupational summaries appear in this section for the years 2000 and 2001, and 2002. Data on these occupations were collected in the summer, fall, and winter of each of the survey years. The summaries for the occupations studied in 2000 are printed in their original format. Data cited are findings as they were during the year surveyed. Though there are some differences in the format, the same type of information is basically provided for all three years. Changing economic conditions after the survey period could alter the results presented in these summaries.

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data. **OES Code: 211140** 

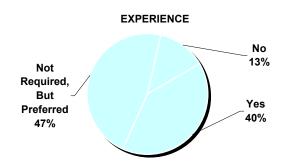
#### **EMPLOYER REQUIREMENTS**



Many (53%) employers require a Bachelor's Degree.



**Some** (20%) employers report that training is required prior to employment. **Type of training required**: An average of 36 months Accounting Degree, Bookkeeping and General Accounting Accepted Practices. **Some** (23%) employers report that an average of 17 months of training is accepted as a substitute for experience.



**Many** (40%) employers report that work experience averaging 27 months is required. **Some** (38%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 16 months of Data Entry, General Office, General Accounting, Account Clerk, Bookkeeping, or Banking.

#### **SKILL SETS**

#### Important Skills for Newly Hired Employees

Judgment and decision making, information organization, management and financial resources, service orientation, and mathematics.

#### **New Skills**

Numeric data entry, customer service, fast learner, accuracy, and tax laws.

#### Important Skills for Career Advancement

Project management, team player, diplomatic, accuracy, attention to detail, reliability, ability to work independently, CPA license, technical expertise, communication, organization, leadership, people skills, strong technical background, bookkeeping, QuickBooks, dependability, and ability to acquire clients.

#### \*Computer Skills

Word Processing	67%
Spreadsheet	93%
Database	47%
Desktop Publishing	7%
Other	47%

(Proprietary, Accounting Program, Tax Software, Lacert Tax) \*Based on employers responding to this question.

#### **Skill Shortages**

Custom Software (Alphamicro)

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

**Key Terms:** 

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

Contra Costa County, 2002

#### **WAGES AND BENEFITS**

WAGES Non-Union/Union	Range	<u>Median</u>
New hires, no experience:	\$17.35 - \$21.51	\$19.81
New hires, experienced:	\$15.00 - \$28.77	\$21.58
Experienced, 3 years with firm:	\$17.00 - \$32.96	\$26.11

Employers reported paying other compensation.

#### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	88%	42
Part-Time	11%	26
Temporary/On Call	0%	0
Seasonal	2%	30

**Shifts:** *All* (100%) employers reported Day. A *few* (7%) reported Swing, a *few* (7%) reported Graveyard, and a *few* (7%) reported Other: all hours during tax season.

#### Unionization

Union firms: A **few** (13%) employers report that they are union.

BENEFITS %		Employer Pays Share Cost Employee Pay All All		Share Cost		•
	FT	PT	FT	PT	FT	PT
Medical	47	13	40	7	0	0
Dental	33	0	33	0	7	7
Vision	33	13	33	0	0	0
Life	40	7	20	0	0	0
Sick	80	20	13	0	0	0
Vacation	80	20	13	0	0	0
Retirement	47	13	47	7	0	0
Child Care	7	0	0	0	0	0
*Other	7	0	0	0	0	0
*Administrative leave						

#### PROMOTIONAL OPPORTUNITIES

**Almost all** (87%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Accountant II, III, Senior Accountant
- Senior Auditor, Supervisor
- Controller, Partner
- Chief Financial Officer, Senior Staff

#### OTHER INFORMATION

Related **Dictionary of Occupational Titles (DOT) Code:** 210.382-010 210.382-014 216.482-010 219.362-070

For more information, see COG #1

#### **EMPLOYMENT TRENDS**

Occupation size: Very Large
Projected new jobs: 400
Openings due to separations: 320

Gender: 34% Male 66% Female Projected growth between 1999 - 2006 is slower than average, 14.3%. (Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

#### **Degree of Difficulty in Finding Applicants**

Experienced: *Moderately Difficult* . Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

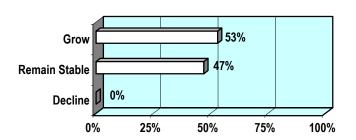
#### **Annual Turnover**

Employers responding to the survey report a 23% annual turnover rate

#### Percentage of New Hires in the Last Year

Employees Leaving	38%
New Positions	22%
Promotions	32%
Temporary	8%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



#### PRIMARY RECRUITMENT METHODS

- Internet
- Newspaper Ads
- Employee Referrals

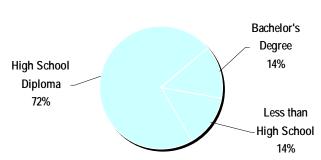
#### WHERE THE JOBS ARE

- Accounting/Auditing/Bookkeeping
- Data Processing Services
- Executive/Legislative Offices
- Management Services
- Real Estate Agents/Managers

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill. **OES Code:** 531230

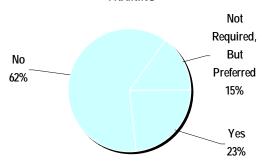
#### **EMPLOYER REQUIREMENTS**

#### **EDUCATION**



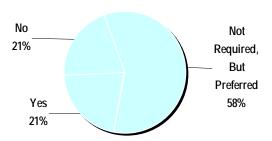
*Most* (72%) employers report that recent new hires have completed their High School Diploma or equivalent.

#### **TRAINING**



**Some** (23%) employers report that training is required prior to employment. **Most** (64%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 8 months Computer/PC Training, Insurance Background, or Cashiering.

#### **EXPERIENCE**



*Many* (21%) employers report that work experience is required. *Almost all* (90%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 7 months Retail Sales, Public Relations, or Secretary.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:	
The most prevalent obstacle to promotion:	
Lack of available positions	54%
Lack of motivation	31%
Lack of training	8%
Lack of upgraded skills	8%
Training resources used to upgrade skills:	
On-the-Job Training	77%
Workshops	15%
Adult Education	0%
Community College	8%
Other	8%
Apprenticeship training program availability:	
No	77%
Yes	15%
Type of employee found through a staffing service:	
Temporary-to-Permanent	46%
None of the Above	46%
Temporary	31%
Project	8%
Seasonal	0%
All of the Above	0%

#### SKILLS NEEDED FOR CAREER ADVANCEMENT

Coaching/supervising, analytical/spreadsheet, PC sales, problem-solving, negotiating, communication, and insurance knowledge.

#### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

People skills, flexibility, take charge, handle interruptions, ability to converse intelligently.

#### **COMPUTER SKILLS SOUGHT:** (10 of 14 firms responding)

Word Processing	70%
Spreadsheet	
Database	50%
Other	60%

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

#### WAGES AND OTHER INFORMATION

#### WAGES

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$6.00 - \$11.51	\$ 9.99
New hires, experienced:	\$7.25 - \$17.26	\$10.95
Experienced, 3 years with firm:	\$9.25 - \$15.00	\$13.47

#### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	80%	39
Part-Time	13%	23
Temporary/On-Call	7%	10

#### Unionization

None reported.

BENEFITS %	Emp Pay:	Employer Share Cost Employee Pays All Pays All		Share Cost		
	FT	PT	FT	PT	FT	PT
Medical	21	0	71	21	0	0
Dental	7	0	57	7	7	0
Vision	7	0	29	7	0	0
Life	36	7	29	7	0	0
Sick	71	21	7	0	0	0
Vacation	79	21	14	0	0	0
Retirement	36	0	29	7	0	0
Child Care	0	0	0	0	14	0
Other	0	0	7	0	0	0
(401k)						

#### PROMOTIONAL OPPORTUNITIES

*Most* (79%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Scheduling Analyst
- Supervisor, CSR Supervisor
- Manager: Department, District, General, Office, and Sales
- Trainer
- Team leader
- Senior Account Executive

Related Dictionary of Occupational Titles (DOT) Code: 219.362-010, 239.362-014, 241.267-034, 241.367-014

For more information, see COG #562, 16, 261, 295

#### **EMPLOYMENT TRENDS**

Occupation size: Large
Projected new jobs: 280
Openings due to separations: 70

Gender: 25% Male 75% Female
Projected growth between 1997 – 2004 is average, 18.9%
(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra
Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

#### Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably greater than the supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

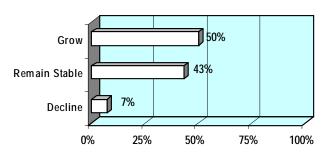
#### **Annual Turnover**

Employers responding to the survey report (21%) annual turnover rate

#### Percentage of New Hires in the Last Year

Employees Leaving	42%
New Positions	23%
Promotions	22%
Temporary	13%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



#### PRIMARY RECRUITMENT METHODS

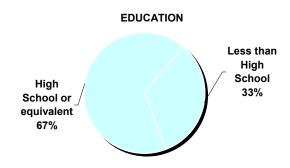
- Newspaper ads
- Employee referrals
- In-house promotion or transfer

#### WHERE THE JOBS ARE

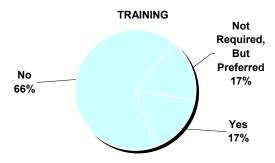
- Banks, National Commercial
- Department Stores
- Furniture Stores
- Insurance Agents, Brokers & Services
- Newspaper Publishing & Printing
- Periodical Publishing & Printing
- Radio, Television, & Consumer Electronics Stores

Automotive Glass Technicians install and repair safety glass and related materials on automobiles, trucks, busses, and other vehicles and equipment. Their duties may include inspecting the vehicle for damage or defects; selecting tools and safety equipment and verifying parts; removing old parts and damaged material; cleaning surfaces in preparation for installation; and installing new parts and materials, including the reconnection of any electrical components. **OES Code:** 865684999

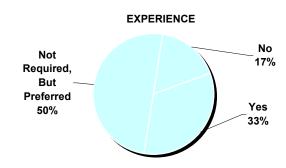
#### **EMPLOYER REQUIREMENTS**



Most (67%) employers require a High School Diploma.



A **few** (17%) employers report that training is required prior to employment. **Type of training required**: An average of 9 months Auto Glass Technician Training, and National Glass Association Certification. **Most** (60%) employers report that an average of 9 months of training is accepted as a substitute for experience.



**Some** (33%) employers report that work experience averaging 31 months is required. *Many* (40%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 9 months of Automotive, or Residential/Commercial Glass Installation.

#### **SKILL SETS**

**Important Skills for Newly Hired Employees**None reported.

#### **New Skills**

Quality work, customer contact skills, and office skills.

#### Important Skills for Career Advancement

Communication, computer, technical, knowledge of occupation, good customer service, office skills, and people skills.

#### \*Computer Skills

Word Processing	67%
Spreadsheet	67%
Database	33%
Desktop Publishing	0%
Other	67 %

(ADP and Glass PAC)

\*Based on employers responding to this question.

#### **Skill Shortages**

None reported.

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

**Key Terms:** 

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

Contra Costa County, 2002

# **AUTOMOTIVE GLASS TECHNICIANS**

#### **WAGES AND BENEFITS**

WAGES Non-Union	Range	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$18.00	\$ 9.50
New hires, experienced:	\$16.00 - \$23.00	\$20.00
Experienced, 3 years with firm:	\$15.00 - \$25.00	\$21.00

Employers reported paying other compensation.

#### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	100%	40
Part-Time	0%	0
Temporary/On Call	0%	0
Seasonal	0%	0

Shifts: All (100%) employers reported Day.

#### Unionization

Union firms: None reported.

BENEFITS %	Employ A	•	Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	67	0	33	0	0	0
Dental	50	0	33	0	0	0
Vision	67	0	17	0	0	0
Life	50	0	17	0	0	0
Sick	17	0	0	0	0	0
Vacation	67	0	17	0	17	0
Retirement	33	0	17	0	0	0
Child Care	0	0	0	0	0	0
*Other	0	0	0	0	0	0

#### **PROMOTIONAL OPPORTUNITIES**

**Almost all** (83%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Group Leader
- Manager
- Cost Estimator
- Area Manager

#### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 865.684-010

For more information, see COG #N/A

#### **EMPLOYMENT TRENDS**

Occupation size:

Projected new jobs:

Openings due to separations:

Gender:

No Data Available

Projected growth between 1999 - 2006 is No Data Available. (Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

#### **Degree of Difficulty in Finding Applicants**

Experienced: **Very Difficult** . Employer demand is considerably greater than the supply of qualified applicants.

Inexperienced: *Very Difficult*. Employer demand is considerably greater than the supply of qualified applicants.

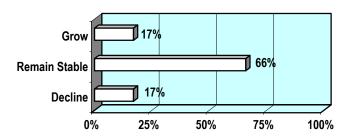
#### **Annual Turnover**

Employers responding to the survey report a 15% annual turnover rate

#### Percentage of New Hires in the Last Year

Employees Leaving	50%
New Positions	50%
Promotions	0%
Temporary	0%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



#### PRIMARY RECRUITMENT METHODS

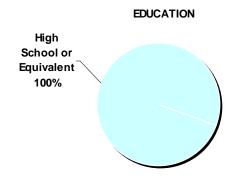
- Newspaper Ads
- Employee Referrals
- Walk-In Applicants

#### WHERE THE JOBS ARE

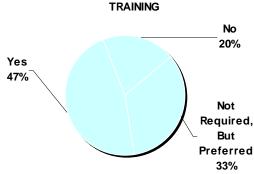
- Automotive Glass Replacement Shops
- Carpentry Work
- Motor Vehicle Dealer New/Used

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists. **OES Code: 853020** 

#### **EMPLOYER REQUIREMENTS**

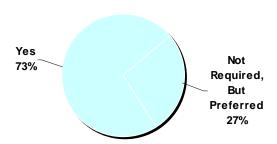


All (100%) employers require a High School Diploma.



*Many* (47%) employers report that training is required prior to employment. Type of training required: An average of 17 months, Automotive Repair, Automotive Technology, Automotive Training, Automotive Skills or High School Auto Shop. *Most* (60%) employers report that an average of 20 months of training is accepted as a substitute for experience.

#### EXPERIENCE



*Most* (73%) employers report that work experience averaging 36 months is required. *Many* (42%) employers report that experience in other occupations is accepted. Other acceptable work experience: An average of 24 months Heating and Air Conditioning, Airplane Mechanic, Truck or Aircraft Repair.

#### **SKILL SETS**

#### **New Skills**

Electronic and computer diagnostic, ability to use scan tools, continuous education and on-board computer.

#### Important Skills for Career Advancement

People skills, technical automotive knowledge, knowledge of the trade, clerical, ability to read and write and ability to communicate.

#### \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	11%
Desktop Publishing	0%
Other	89%

(Various proprietary programs, auto repair/diagnostic, Triad, ADP)

\*Based on employers responding to this question.

#### Skill Shortages

Diagnostic procedures, electronic knowledge, spelling, sufficient trade school training, maturity, personal responsibility and education in new automotive technology.

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2001

#### **WAGES AND BENEFITS**

#### **WAGES**

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$10.00 - \$15.00	\$12.25
New hires, experienced:	\$12.00 - \$21.46	\$15.00
Experienced, 3 years with firm:	\$20.00 - \$25.00	\$23.00

Employers reported paying other compensation.

#### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	95%	40
Part-Time	4%	30
Temporary/On Call	0%	0
Seasonal	1%	20

**Shifts**: *All* (100%) employers reported Day, a *few* (7%) reported Swing and *some* (20%) reported Other: Saturday, and 4:10.

#### Unionization

Union firms: A *few* (13%) employers report that they are union.

BENEFITS %	Employ A	er Pays II	Share	Cost		ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	67	0	27	0	0	0
Dental	53	0	13	0	7	0
Vision	47	0	13	0	7	0
Life	27	0	13	0	7	0
Sick	33	0	7	0	7	0
Vacation	93	0	0	0	0	0
Retirement	27	0	20	0	7	0
Child Care	0	0	0	0	13	0
Other	20	0	0	0	0	0
Uniforms, Long term disability, Education						

#### PROMOTIONAL OPPORTUNITIES

*Most* (67%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Service Writer/Advisor
- Assistant Manager
- Second Lead
- Manager

#### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 620.261-010 620.261-012 620.261-030 620.261-034 620.281-010 620.281-026 620.281-034 620.281-038

For more information, see COG #24

#### **EMPLOYMENT TRENDS**

Occupation size: Very Large
Projected new jobs: 330
Openings due to separations: 390

Gender: 100% Male 0% Female
Projected growth between 1997 – 2004 is slower than average,
16.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in
Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

#### Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably greater than the supply of qualified applicants.

Inexperienced: *Very difficult*. Employer demand is considerably

greater than the supply of qualified applicants.

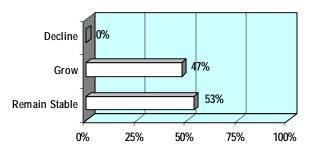
#### **Annual Turnover**

Employers responding to the survey report a (16%) annual turnover

#### Percentage of New Hires in the Last Year

Employees Leaving	43%
New Positions	32%
Promotions	25%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



#### PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- Walk-in Applicants

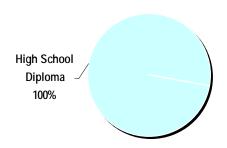
#### WHERE THE JOBS ARE

- Auto and Home Supply Stores
- Automotive Repair Shops, General
- Automotive Repair Shops, N.E.C.
- Motor Vehicle Dealers, New and Used
- Repair Shops and Related Services, N.E.C.

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond initiating repossession proceedings or service disconnection and keeping records of collection and status of accounts. Does not include collectors of money from coin boxes. **OES Code: 535080** 

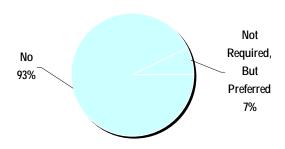
#### **EMPLOYER REQUIREMENTS**

#### **FDUCATION**



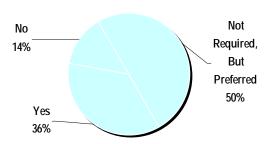
**All** (100%) employers report that recent new hires have completed their High School Diploma or equivalent.

#### **TRAINING**



**No** (0%) employers report that training is required prior to employment. **Many** (50%) employers report that training is accepted as a substitute for experience. **Type of training required**: None.

#### **EXPERIENCE**



**Some** (36%) employers report that work experience is required. **Almost all** (90%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 12 months Banking, Collections, Administrative, Accounting, Customer Service, or Insurance.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

-		
	Workforce Development questions were rated as follows:	
	The most prevalent obstacle to promotion:	
	Lack of motivation	36%
	Lack of available positions	36%
	Lack of training	14%
	Lack of upgraded skills	7%
	Training resources used to upgrade skills:	
	On-the-Job Training	57%
	Adult Education	21%
	Community College	14%
	Workshops	21%
	Other	7%
	Apprenticeship training program availability:	
	No	86%
	Yes	14%
	Type of employee found through a staffing service:	
	None of the Above	79%
	Temporary-to-Permanent	14%
	All of the Above	0%
	Temporary	7%
	Project	0%
	Seasonal	0%

#### SKILLS NEEDED FOR CAREER ADVANCEMENT

Flexibility, dependability, quick learner, motivation, industry knowledge, leadership and independence.

#### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Analytical and logical thinking, good verbal communication, payroll, taxes, sales, computer literacy, accuracy and workers compensation insurance knowledge.

#### **COMPUTER SKILLS SOUGHT: (11 of 14 firms responding)**

Word processing	64%
Spreadsheet	45%
Database	55%
Other	45%

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

#### WAGES AND OTHER INFORMATION

#### WAGES

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced:	\$6.50 – \$13.69 \$6.75 - \$17.55	\$ 7.50 \$13.00
Experienced, 3 years with firm:	\$7.50 - \$21.29	\$15.17

#### Hours Worked

	% of Employees	Weekly Hours
Full-Time	82%	39
Part-Time	16%	22
Temporary/On-Call	3%	40

#### Unionization

Union firms 1 of 14 7%

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	21	7	29	7	0	0
Dental	7	0	21	7	0	0
Vision	7	0	14	7	0	0
Life	7	0	7	7	0	0
Sick	64	14	0	0	0	0
Vacation	71	14	0	0	0	0
Retirement	21	0	21	7	0	0
Child Care	0	0	0	0	0	0
Other	0	0	14	7	0	0
(Cable TV)						

#### PROMOTIONAL OPPORTUNITIES

*Many* (57%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Loan Officer
- Office Manager
- Senior Collector
- Collection Supervisor
- Senior Level

Related Dictionary of Occupational Titles (DOT) Code: 241.357-010, 241.367-022

For more information, see COG #561, 26, 295

#### **EMPLOYMENT TRENDS**

Occupation size: Medium
Projected new jobs: 200
Openings due to separations: 160

Gender: 21% Male 79% Female
Projected growth between 1997 – 2004 is faster than average, 26.3%
(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra
Costa County is projected to be18%)

#### **SUPPLY AND DEMAND**

#### Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

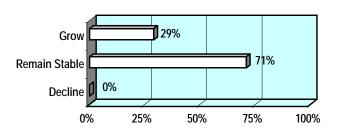
#### Annual Turnover

Employers responding to the survey report a (24%) annual turnover rate.

#### Percentage of New Hires in the Last Year

Employees Leaving	70%
New Positions	7%
Promotions	23%
Temporary	0%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



#### PRIMARY RECRUITMENT METHODS

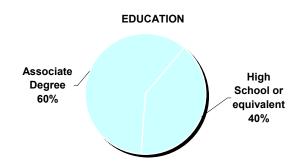
- Newspaper ads
- Employee referrals
- In-house promotion or transfer

#### WHERE THE JOBS ARE

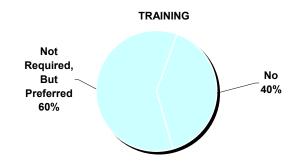
- Credit Unions, Federally Chartered
- Collection & Adjustment Services
- Dentists, Offices & Clinics
- Furniture Stores
- Hospitals, General Medical & Surgical
- Medical, Dental & Hospital Equipment, Wholesale
- Telegraph & Other Message Communications
- Telephone Communications

Biotechnology Laboratory Assistants prepare solutions and perform laboratory procedures under the direction of a research assistant or scientist. They may be responsible for a wide variety of research laboratory tasks and experiments. They may also be responsible for implementing analyses of raw materials, in-process inspections and quality control audits as well as the manufacture and packaging of products and the implementation of production procedures. **OES Code: 041061997** 

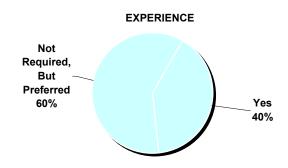
#### **EMPLOYER REQUIREMENTS**



**Most** (60%) employers require an Associate Degree.



**Many** (40%) employers report that training is not required prior to employment. **Almost all** (80%) employers report that an average of 8 months of training is accepted as a substitute for experience.



**Many** (40%) employers report that work experience averaging 12 months is required. **Most** (60%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 6 months of Laboratory, Biology, or Medical Technician.

#### **SKILL SETS**

#### Important Skills for Newly Hired Employees

Analyzing data, trouble shooting and calibration, attention to detail, and equipment maintenance.

#### New Skills

Analytical, meticulous, and high technical assay development.

#### Important Skills for Career Advancement

Ability to analyze data, trouble shoot equipment and processes, documentation ability, competence, accuracy, reliability, additional education, and scientific comprehension.

#### \*Computer Skills

•	
Word Processing	50%
Spreadsheet	50%
Database	75%
Desktop Publishing	0%
Other	25%
\	

(Filemaker Pro)

#### **Skill Shortages**

Mathematics, especially calculation and metric conversions.

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

Contra Costa County, 2002

<sup>\*</sup>Based on employers responding to this question.

#### **WAGES AND BENEFITS**

WAGES Non-Union	Range	<u>Median</u>
New hires, no experience:	\$10.00 - \$13.81	\$11.91
New hires, experienced:	\$10.00 - \$17.26	\$12.11
Experienced, 3 years with firm:	\$15.00 - \$22.71	\$19.18

#### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	69%	40
Part-Time	19%	25
Temporary/On Call	6%	40
Seasonal	6%	32

Shifts: All (100%) employers reported Day.

Unionization

Union firms: None reported.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	40	0	60	20	0	0
Dental	20	0	40	0	0	0
Vision	40	0	20	0	0	0
Life	80	0	0	0	0	0
Sick	100	20	0	0	0	0
Vacation	100	20	0	0	0	0
Retirement	40	0	20	0	40	20
Child Care	0	0	0	0	0	0
*Other	0	0	0	0	0	0

#### **PROMOTIONAL OPPORTUNITIES**

**All** (100%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Associate Chemist
- Assistant Serologist
- Manufacturing Associate II and III
- Supervisor
- Manager
- Assistant Microbiologist

#### **OTHER INFORMATION**

Related Dictionary of Occupational Titles (DOT) Code: 190.364-014

For more information, see COG #2007

#### **EMPLOYMENT TRENDS**

Occupation size:

Projected new jobs:

Openings due to separations:

Gender:

No Data Available

No Data Available

No Data Available

31% Male 69% Female

Projected growth between 1999 - 2006 is No Data Available.

(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra

Costa County is projected to be 18%)

#### SUPPLY AND DEMAND

#### **Degree of Difficulty in Finding Applicants**

Experienced: *Moderately Difficult*. Insufficient Data. Inexperienced: *Not Difficult*. Supply of qualified applicants is considerably greater than demand.

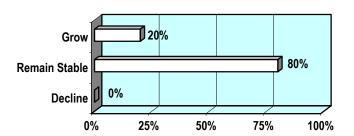
#### **Annual Turnover**

Employers responding to the survey report a 8% annual turnover rate

#### Percentage of New Hires in the Last Year

Employees Leaving	20%
New Positions	60%
Promotions	0%
Temporary	20%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



#### PRIMARY RECRUITMENT METHODS

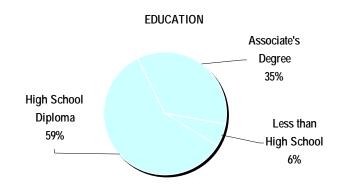
- Employee Referrals
- Internet
- Newspaper Ads
- Colleges/Universities
- School Program Referrals

#### WHERE THE JOBS ARE

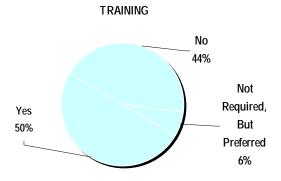
- Commercial Physical/Biological Research
- In Vitro Diagnostic Substances
- Medical/Dental/Hospital Equipment/Supplies
- Services
- Testing Laboratories

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines. **OES Code:** 553380

### **EMPLOYER REQUIREMENTS**

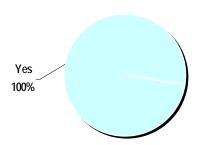


*Many* (59%) employers report that recent new hires have completed their High School Diploma or equivalent.



**Many** (50%) employers report that training is required prior to employment. **Some** (24%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 15 months Accounting, Computer Skills, or Finance.

### **EXPERIENCE**



**All** (100%) employers report that work experience is required. **Many** (44%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 15 months Banking, Accounting, Computer Knowledge, or Office Manager.

# Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as fo	llows:
The most prevalent obstacle to promotion: Lack of upgraded skills Lack of available positions Lack of motivation Lack of training	35% 35% 18% 6%
Training resources used to upgrade skills: On-the-Job Training Workshops Adult Education Community College Apprenticeship Other	76% 35% 24% 24% 12% 6%
Apprenticeship training program availability: No Yes	94% 0%
Type of employee found through a staffing serving Temporary None of the Above Temporary-to-Permanent Project All of the Above Seasonal	41% 41% 41% 29% 12% 6% 0%

# SKILLS NEEDED FOR CAREER ADVANCEMENT

People skills, accounting, initiative, communication, finance, budgeting, and dependable.

# **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Oral and writing communications, organization, accounting, 10 key, computer, and interpersonal.

### **COMPUTER SKILLS SOUGHT:** (17 of 17 firms responding)

Word Processing	100%
Spreadsheet	100%
Database	47%
Other	47%

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### WAGES AND OTHER INFORMATION

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Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient	Data
New hires, experienced:	\$11.99 - \$19.18	\$15.00
Experienced, 3 years with firm:	\$13.13 - \$24.93	\$19.00

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	86%	39
Part-Time	13%	27
Seasonal	1%	40
Unionization	2 - 1.17	100/

Union firms
-------------

3 of 17	18%
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BENEFITS %		loyer s All	Share	Cost		loyee s All
	FT	PT	FT	PT	FT	PT
Medical	41	6	59	6	0	0
Dental	41	6	24	0	0	0
Vision	18	0	24	0	0	0
Life	65	12	6	0	6	0
Sick	88	6	0	0	0	0
Vacation	100	12	0	0	0	0
Retirement	24	6	53	0	12	0
Child Care	0	0	6	6	24	0
Other	0	0	0	0	0	0

# PROMOTIONAL OPPORTUNITIES

*Most* (71%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Accounting Clerk
- Accounting Manager
- Assistant Manager, Business Manager
- Budget Analyst
- Accounting Assistant II, III
- Chief Financial Officer
- Accounting Controller
- Accounts Payable Supervisor

Related Dictionary of Occupational Titles (DOT) Code: 210.382-010, 210.382-014, 216.482-010

For more information, see COG#26

# **EMPLOYMENT TRENDS**

Occupation size: Very Large Projected new jobs: 280 Openings due to separations: 600

Gender: 14% Male 86% Female
Projected growth between 1997 – 2004 is slower than average, 6.2%
(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra

Costa County is projected to be 18%)

# **SUPPLY AND DEMAND**

# Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

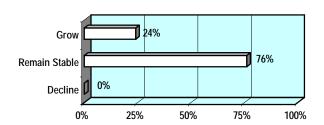
### **Annual Turnover**

Employers responding to the survey report an (18%) annual turnover rate.

# Percentage of New Hires in the Last Year

Employees Leaving	35%
New Positions	12%
Promotions	4%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



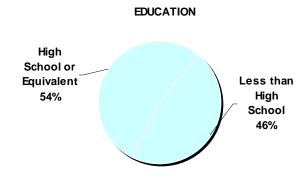
### PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

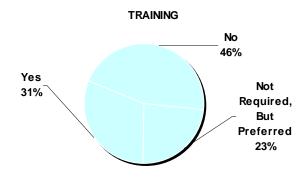
- Accounting, Auditing & Bookkeeping Services
- Building Owner-Operators, Apartments
- Cellular and Radiotelephone Communications
- Contractors, General, Other Nonresidential Buildings
- Contractors, General, Single-Family Residential
- Hospitals, General Medical & Surgical
- Job Training & Vocational Rehabilitation Services
- Legal Services
- Metal Plating, Electroplating, Polishing & Anodizing
- Real Estate Agents, Managers & Services
- Residential Care
- Schools & Educational Services, N.E.C.
- School, Elementary & Secondary

Brick Masons lay building materials, such as brick, structural tile, concrete, cinder, glass, gypsum, and terra cotta block (except stone) to construct or repair walls, partitions, arches, sewers, and other structures. Includes Refractory Brick Masons. **OES Code: 873020** 

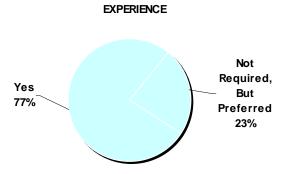
# **EMPLOYER REQUIREMENTS**



Many (54%) employers require a High School Diploma.



**Some** (31%) employers report that training is required prior to employment. **Type of training required:** An average of 36 months Apprentice Program Bricklayer, Hands-on Work or Tile Apprentice Program. **Many** (46%) employers report that an average of 15 months of training is accepted as a substitute for experience.



**Most** (77%) employers report that work experience averaging 29 months is required. **Some** (33%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 13 months Construction or HOD Carrier.

### **SKILL SETS**

### New Skills

Heavy lifting and equipment operation.

# Important Skills for Career Advancement

Trade knowledge, people skills, commitment, intelligence, decision-making, reasoning, hard work, good working relationships, good quality work, experience, responsible and good in craft.

# \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

<sup>\*</sup>Based on employers responding to this question.

### Skill Shortages

Lack of attention to detail, some too old to begin career and ability to lay-out daily work.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

# Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

118 Jobs Represented BRICK MASONS

# **WAGES AND BENEFITS**

WAGES <i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$18.00 - \$28.00	\$25.00
Experienced, 3 years with firm	: \$25.00 - \$35.00	\$28.00
Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$24.50	\$13.00
New hires, experienced:	\$10.00 - \$31.80	\$27.25
Experienced, 3 years with firm	: \$16.00 - \$31.80	\$27.70

Employers reported paying other compensation.

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	90%	40
Part-Time	8%	20
Temporary/On Call	2%	35
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day, and a *few* (15%) reported Swing.

### Unionization

Union firms: *Many* (46%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	54	0	15	0	8	0
Dental	46	0	15	0	8	0
Vision	38	0	15	0	8	0
Life	23	0	15	0	0	0
Sick	0	0	0	0	15	0
Vacation	38	0	0	0	8	0
Retirement	46	0	0	0	8	0
Child Care	0	0	0	0	8	0
Other	0	0	0	0	0	0

# PROMOTIONAL OPPORTUNITIES

*Many* (46%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Superintendent
- Foreman
- Journey Level
- Master Mason

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 573.684-010 709.684-046 861.381-010 861.381-014

For more information, see COG #204

# **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 60 Openings due to separations: 30

Gender: 100% Male 0% Female Projected growth between 1997 – 2004 is much faster than average, 33.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

# Degree of Difficulty in Finding Applicants

Experienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

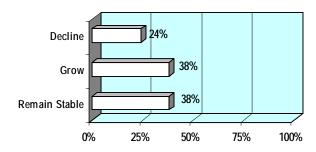
### **Annual Turnover**

Employers responding to the survey report a (10%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving	10%
New Positions	13%
Promotions	0%
Temporary	77%

# **EMPLOYMENT OVER THE NEXT 2 YEARS**



# PRIMARY RECRUITMENT METHODS

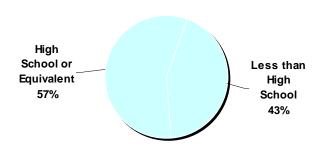
- Employee Referrals
- Union Hall Referrals
- Walk-In Applicants

- Contractors, Masonry and Other Stone Work
- Contractors, Terrazzo, Tile, Marble and Mosaic Work

Carpet Installers lay carpets or rugs in homes or buildings. Does not include workers who lay only linoleum. OES Code: 876020

# **EMPLOYER REQUIREMENTS**

### **EDUCATION**

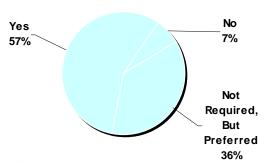


Many (57%) employers require a High School Diploma.

# TRAINING No 36% Not Required, But Preferred 18%

*Many* (46%) employers report that training is required prior to employment. Type of training required: An average of 24 months Union Hall Flooring, Technical, On-the-Job-training, Carpentry, Union School, Carpet Installations or Carpet Trade. *Most* (62%) employers report that an average of 19 months training is accepted as a substitute for experience.

# **EXPERIENCE**



**Most** (57%) employers report that work experience averaging 24 months is required. A **few** (11%) employers report that experience in other occupations is accepted. **Other acceptable work experience**: An average of 3 months general knowledge of construction.

### **SKILL SETS**

### **New Skills**

Leadership, responsibility, Karastan certification, installations and some small repair and knowledge of current techniques.

# Important Skills for Career Advancement

Industry knowledge, supervisory skills, bilingual, speak English, able to do the job, firm and personable, dependable, showing up to work, product knowledge, people skills, installation experience, good work performance and professional conduct.

### \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

# Skill Shortages

Ability and experience.

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$10.00	\$ 9.50
New hires, experienced:	\$ 8.00 - \$23.00	\$16.00
Experienced, 3 years with firm:	\$10.00 - \$35.00	\$20.00

Employers reported paying other compensation.

<u>Range</u>	<u>Median</u>
Insufficient Data	Insufficient Data
\$15.81 - \$30.00	\$25.00
\$30.00 - \$30.40	\$30.00
	Insufficient Data \$15.81 - \$30.00

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	82%	41
Part-Time	3%	24
Temporary/On Call	15%	22
Seasonal	0%	0

Shifts: *Almost all* (93%) employers reported Day, *some* (29%) reported Swing and a *few* (14%) Graveyard.

### Unionization

Union firms: *Some* (29%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	50	0	21	0	0	0
Dental	36	0	14	0	0	0
Vision	29	0	14	0	0	0
Life	14	0	0	0	7	0
Sick	21	0	0	0	7	0
Vacation	36	0	0	0	14	0
Retirement	29	0	29	0	7	0
Child Care	0	0	0	0	7	0
Other	0	0	0	0	0	0

# PROMOTIONAL OPPORTUNITIES

*Most* (64%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Project Manager
- Foreman
- Supervisor
- Journey Level Installer

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 864.381-010

For more information, see COG #383

# **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 50 Openings due to separations: 30

Gender: 100% Male 0% Female
Projected growth between 1997 – 2004 is faster than average, 25.0%
(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra
Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

# Degree of Difficulty in Finding Applicants

Experienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

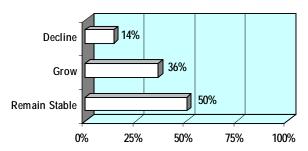
### **Annual Turnover**

Employers responding to the survey report an (11%) annual turnover rate

# Percentage of New Hires in the Last Year

Employees Leaving	29%
New Positions	37%
Promotions	0%
Temporary	34%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



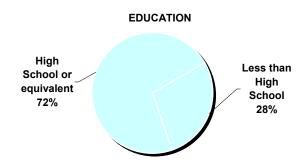
### PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Walk-In Applicants
- Union Hall Referrals
- Newspaper Ads

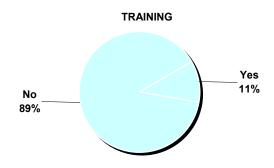
- Contractors, Floor Laying & Floor Work, N.E.C.
- Floor Covering Stores

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers. **OES Code: 490230** 

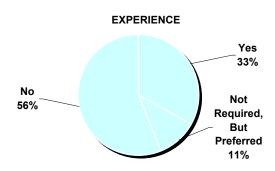
# **EMPLOYER REQUIREMENTS**



Most (72%) employers require a High School Diploma.



A **few** (11%) employers report that training is required prior to employment. **Type of training required:** An average of 5 months customer service and payroll. **All** (100%) employers report that an average of 4 months of training is accepted as a substitute for experience.



**Some** (33%) employers report that work experience averaging 6 months is required. *Almost all* (86%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 6 months of money handling, Food Server, or retail.

### SKILL SETS

# Important Skills for Newly Hired Employees

Speaking, social perceptiveness, service orientation, mathematics, active listening, and personal appearance.

### New Skills

Touch screen, good communication, 10-key, common sense, customer service, mathematics, cash register, product knowledge, and computer cashier.

### Important Skills for Career Advancement

Accuracy, customer service, cash handling, self-promotion, mathematics, good attitude, ability to learn and react, communication, reading, writing, reliability, integrity, dependability, product knowledge, punctuality, willingness to work, education, and management.

# \*Computer Skills

Word Processing	100 %
Spreadsheet	0 %
Database	0 %
Desktop Publishing	0 %
Other	0 %

<sup>\*</sup>Based on employers responding to this question.

# **Skill Shortages**

Communication, decision making, mathematics, English language, familiarity with food, accuracy of orders, good work ethic, and common sense.

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

240 Jobs Represented CASHIERS

### **WAGES AND BENEFITS**

WAGES Non-Union/Union	Range	Median
New hires, no experience:	\$ 6.75 - \$ 8.00	\$ 7.50
New hires, experienced:	\$ 6.75 - \$10.00	\$ 7.88
Experienced, 3 years with firm:	\$ 6.95 - \$13.65	\$10.00

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	44%	37
Part-Time	56%	22
Temporary/On Call	0%	0
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day. *Most* (67%) reported Swing, a *few* (6%) reported Graveyard, and a *few* (11%) reported Other: evening.

### Unionization

Union firms: A few (17%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	44	11	11	6	0	0
Dental	44	11	11	6	0	0
Vision	44	6	6	6	0	0
Life	39	6	6	6	6	0
Sick	39	11	6	6	0	0
Vacation	44	11	6	6	0	0
Retirement	33	6	17	6	0	0
Child Care	0	0	0	0	0	0
*Other	6	0	0	0	0	0
*Death Benefit						

# PROMOTIONAL OPPORTUNITIES

**Almost all** (87%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Waiters, Food Server
- Supervisor, Specialist
- Department Manager, Head Clerk
- Shift Leader, Chef Assistant
- Pharmacy Technician

# **OTHER INFORMATION**

Related **Dictionary of Occupational Titles (DOT) Code:** 237.367-010 237.367-022 237.367-038 211.362-018 295.357-014 295.367-026 295.000-000 290.000-000

For more information, see COG #31

### **EMPLOYMENT TRENDS**

Occupation size: Very Large Projected new jobs: 1390
Openings due to separations: 2860

Gender: 31% Male 69% Female

Projected growth between 1999 - 2006 is average, 16.8%. (Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

# **Degree of Difficulty in Finding Applicants**

Experienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: **Not Difficult.** Supply of qualified applicants is considerably greater than demand.

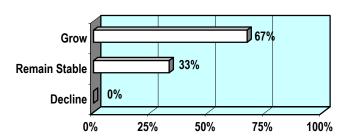
### **Annual Turnover**

Employers responding to the survey report a 24% annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	37%
New Positions	31%
Promotions	32%
Temporary	0%

# **EMPLOYMENT OVER THE NEXT 2 YEARS**



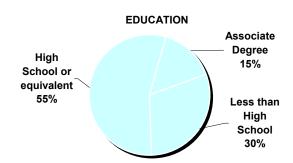
# PRIMARY RECRUITMENT METHODS

- Walk-In Applicants
- Employee Referrals
- Newspaper Ads

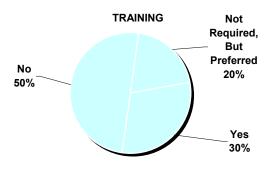
- Amusement/Recreation Services
- Drug/ Proprietary Stores
- Eating Places
- Grocery Stores
- Liquor Stores

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting. **OES Code: 680380** 

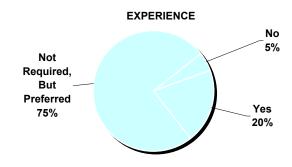
# **EMPLOYER REQUIREMENTS**



Many (55%) employers require a High School Diploma.



**Some** (30%) employers report that training is required prior to employment. **Type of training required:** An average of 4 months Early Childhood Education, Teacher's Aide, or Childcare Laboratory. **Most** (79%) employers report that an average of 5 months of training is accepted as a substitute for experience.



**Some** (20%) employers report that work experience averaging 11 months is required. **Some** (21%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 9 months of Teaching, Child Psychology, Babysitter/Nanny or any Work with Children.

### SKILL SETS

### Important Skills for Newly Hired Employees

Social perceptiveness, speaking, active listening, instructing, service orientation and good work habits.

### **New Skills**

Continuing education in early childhood development, energy, willingness to grow professionally, first aide, CPR, employee guidelines for childcare, supervision and guidance of children, need to like children.

# Important Skills for Career Advancement

Education in child development, dedication, dependability, experience, common sense, job performance, customer service, time management, leadership, professionalism, love of children, organization, communication, additional ECE units and social skills.

## \*Computer Skills

Word Processing	0%
· ·	• 70
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

<sup>\*</sup>Based on employers responding to this question.

### **Skill Shortages**

Communication, English proficiency, education in the field, social perceptiveness, hands-on-experience, pride in the job, competency, motivation for long term commitment, maturity, and work ethic.

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

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Non-Union/Union	Range	<u>Median</u>
New hires, no experience:	\$ 6.75 - \$11.54	\$ 8.50
New hires, experienced:	\$ 6.75 - \$13.00	\$10.56
Experienced, 3 years with firm:	\$ 7.00 - \$15.00	\$11.67

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	30%	39
Part-Time	57%	18
Temporary/On Call	12%	8
Seasonal	0%	0

**Shifts:** *Almost All* (95%) employers reported Day. *Some* (20%) reported Swing, and a *few* (10%) reported Other: evening, Saturday, and split.

### Unionization

Union firms: A few (10%) employers report that they are union.

BENEFITS %	Employer Pays All		Share	Cost		ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	30	0	40	20	0	0
Dental	20	0	40	15	0	0
Vision	20	0	30	10	0	0
Life	20	5	5	5	0	0
Sick	55	20	15	10	0	0
Vacation	60	15	15	15	0	0
Retirement	20	0	20	10	15	5
Child Care	10	5	15	10	5	5
*Other	5	5	0	0	0	0
*Clothing allowance						

### PROMOTIONAL OPPORTUNITIES

**Most** (65%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Teacher, Head Teacher, Teacher Assistant
- Manager, Site Supervisor
- Coordinator, Director
- Family Life Specialist

# OTHER INFORMATION

Related **Dictionary of Occupational Titles (DOT) Code**: 092.227-018 099.327-010 249.367-074

For more information, see COG #505

### **EMPLOYMENT TRENDS**

Occupation size: Large
Projected new jobs: 480
Openings due to separations: 110

Gender: 16% Male 84% Female Projected growth between 1999 - 2006 is much faster than average 33.8%.

(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### **Degree of Difficulty in Finding Applicants**

Experienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

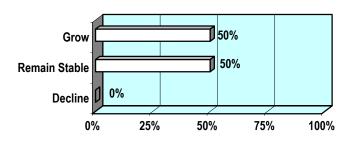
### **Annual Turnover**

Employers responding to the survey report a 15% annual turnover rate.

# Percentage of New Hires in the Last Year

Employees Leaving	50%
New Positions	
Promotions	5%
Temporary	30%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



### PRIMARY RECRUITMENT METHODS

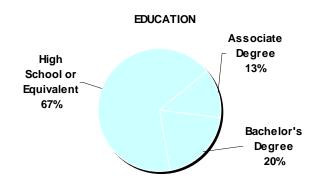
- Employee Referrals
- Newspaper Ads
- In-house Promotion or Transfer
- Other: Word of Mouth

- Child Day Care Services
- Elementary/Secondary Schools
- Physical Fitness Facilities

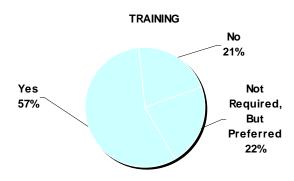
Computer Aided Design (CAD) Technicians operate computer-aided design systems and peripheral equipment to draft and modify drawings from rough or detailed sketches or notes to specified dimensions for manufacturing, construction, engineering, or other purposes. They utilize knowledge of various CAD programs, machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

OES Code: 003362999

# **EMPLOYER REQUIREMENTS**

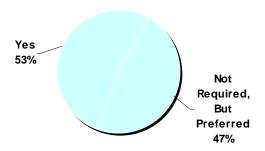


*Most* (67%) employers require a High School Diploma.



*Many* (57%) employers report that training is required prior to employment. Type of training required: An average of 17 months of Architectural Engineering, Structural Engineering, AutoCAD Training or Civil Engineering. *Many* (53%) employers report that an average of 9 months training is accepted as a substitute for experience.

### **EXPERIENCE**



*Many* (53%) employers report that work experience averaging 24 months is required. *Some* (33%) employers report that experience in other occupations is accepted. *Other* acceptable work experience: An average of 10 months Construction, Engineering, Architecture or Structural.

### **SKILL SETS**

## **New Skills**

Architectural degree, field surveys and CAD software.

# Important Skills for Career Advancement

Architect degree, work ethic, motivation, communication skills, budgets, management skills, people skills, computer knowledge, commitment, general engineering principals and general design.

# \*Computer Skills

Word Processing	46%
Spreadsheet	46%
Database	15%
Desktop Publishing	15%
Other	85%

(AutoCAD, Autodesk, Arch Desktop)

\*Based on employers responding to this question.

# Skill Shortages

Hands-on experience, math and practical architecture experience with AutoCAD software.

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

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Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced:	\$10.00 - \$18.50 \$14.00 - \$25.00	\$14.50 \$18.22
Experienced, 3 years with firm:		\$24.50

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	91%	40
Part-Time	2%	21
Temporary/On Call	6%	35
Seasonal	1%	40

Shifts: *Almost all* (93%) employers reported Day and a *few* (13%) reported Other: flex time.

### Unionization

Union firms: A *few* (7%) employers report that they are union.

BENEFITS %		Employer Pays All		Cost		ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	53	0	40	13	0	0
Dental	53	7	27	7	0	0
Vision	33	7	20	7	7	0
Life	40	13	13	0	0	0
Sick	93	13	0	0	0	0
Vacation	93	20	0	0	0	0
Retirement	40	0	47	13	0	0
Child Care	0	0	7	0	7	0
Other	0	0	7	0	0	0
Disability policy						

### PROMOTIONAL OPPORTUNITIES

**Almost all** (93%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Engineering Technician I-VIII
- Design Manager
- Architect/Project Manager
- Job Captain
- Sr. Designer
- CAD Manager

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: N/A

For more information, see COG #338

# **EMPLOYMENT TRENDS**

Occupation size:

Projected new jobs:

Openings due to separations:

Data Not Available

Data Not Available

Data Not Available

Gender: 81% Male 19% Female

Projected growth between 1997 – 2004 Data Not Available (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced: *Very difficult*. Employer demand is considerably

greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

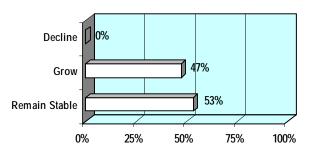
### **Annual Turnover**

Employers responding to the survey report a (7%) annual turnover rate.

# Percentage of New Hires in the Last Year

Employees Leaving	37%
New Positions	55%
Promotions	0%
Temporary	8%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



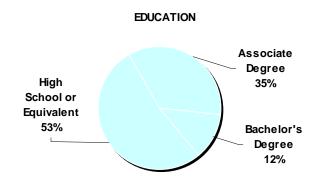
### PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- Internet

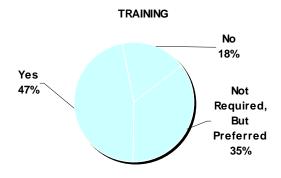
- Architectural Services
- Engineering Services
- Machinery & Equipment Parts & Repair (Machine Shop) Industrial & Commercial, N.E.C.
- Management Consulting Services
- Surveying Services

Computer and Software Support Technicians assist in monitoring operations of computers and peripheral equipment. They have knowledge of a variety of word processing, spreadsheet, and data base applications. They assist and provide training in the operation of computers, peripheral equipment, and software; enter commands to help computer operators identify and correct errors; revise input data and programs; recommend changes in programs, in routines, and in quality-control standards to improve computer operating efficiency. **OES Code: 213132999** 

# **EMPLOYER REQUIREMENTS**

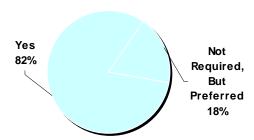


Many (53%) employers require a High School Diploma.



*Many* (47%) employers report that training is required prior to employment. Type of training required: An average of 18 months Software Certificate, A+, Cisco, Technology Field, Networking, Software Technical School, College or Certificated Courses, PC Hardware & Software, PC Repair and MS Applications. *Most* (65%) employers report that an average of 15 months of training is accepted as a substitute for experience.

### EXPERIENCE



**Almost all** (82%) employers report that work experience averaging 27 months is required. **Some** (29%) employers report that experience in other occupations is accepted. **Other acceptable** work experience: An average of 12 months Clerical, Electronics Technician, Computer Repair or Information Technology.

### **SKILL SETS**

## **New Skills**

Networking, technical, written, Macintosh, UNIX, Microsoft OS (98-NT-2000), large database file maintenance, telephone system, voice mail, internet, website, new systems and new software.

# Important Skills for Career Advancement

Computer programming, network skills, computer knowledge, database systems, continued learning courses, communication, leadership, technical, education, ability to adjust to change, associate degree in computer science, telephone system, voice mail, internet, website experience, training and college degree.

# \*Computer Skills

Word Processing	82%
Spreadsheet	82%
Database	82%
Desktop Publishing	35%
Other	53%

(Proprietary, Novell, Windows, UNIX, MS OS 98NT-2000, ASP, Java, Informix, Help Desk, Microsoft, Networking)

\*Based on employers responding to this question.

# Skill Shortages

Knowledge of systems, effective diagnostic skills, networking skills, and technical writing skills.

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### **Key Terms:**

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Median

Insufficient Data

WAGES Non-Union	<u>Range</u>
New hires, no experience:	Insufficient Data

New hires, experienced: \$15.00 - \$31.16 \$22.00 Experienced, 3 years with firm: \$20.00 - \$38.36 \$27.37

Experienced, 3 years with firm: \$20.00 - \$38.36 \$27.37 *Union* Range Median

New hires, no experience: \$15.82 - \$18.37 \$17.10 New hires, experienced: \$16.32 - \$27.03 \$18.67 Experienced, 3 years with firm: \$18.64 - \$33.26 \$21.93

Employers reported paying other compensation.

### Hours Worked

TIOUIS WOIKCU		
	% of Employees	Weekly Hours
Full-Time	100%	40
Part-Time	0%	0
Temporary/ On Call	0%	0
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day and a *few* (6%) reported Other: on-call.

### Unionization

Union firms: *Many* (59%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	71	0	24	0	0	0
Dental	82	0	12	0	0	0
Vision	65	0	6	0	0	0
Life	65	0	0	0	0	0
Sick	94	0	0	0	0	0
Vacation	94	0	0	0	0	0
Retirement	41	0	47	0	0	0
Child Care	6	0	0	0	12	0
Other	12	0	0	0	0	0
Cafeteria plan						

# PROMOTIONAL OPPORTUNITIES

*Most* (65%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Computer Programmer
- Network Specialist
- Senior Systems Engineer
- Senior Systems Engineer

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: N/A

For more information, see COG #541

# **EMPLOYMENT TRENDS**

Occupation size:

Projected new jobs:

Openings due to separations:

Data Not Available

Data Not Available

Data Not Available

Gender: 71% Male 29% Female

Projected growth between 1997 – 2004 Data Not Available (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Not difficult*. Supply of qualified applicants is considerably greater than demand.

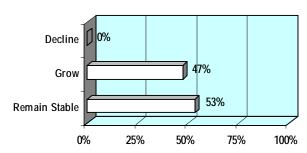
### **Annual Turnover**

Employers responding to the survey report a (16%) annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	31%
New Positions	69%
Promotions	0%
Temporary	0%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



# PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- Employee Referrals
- Internet

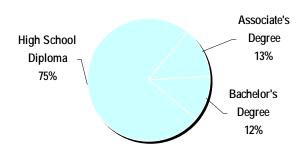
- Amusement and Recreation Services, N. E. C.
- Colleges, Community and Technical Institutes
- Computer Maintenance and Repair
- Computer System Integrators
- Executive/Legislative Offices
- Finance/Taxation Policy
- Industrial Instruments, Process Control and Related Products
- Local Government

Computer Network Technicians install and maintain personal computers and connect them to local and/or wide-area networks (LANs/WANs). The technicians perform troubleshooting, diagnosis, and repair of computers and peripheral equipment; they also work on network-related hardware and software problems. They may assign passwords, use manuals, maintain a variety of logs and communicate with Network Managers or others about specific system problems. In addition, they may provide training and education to other staff on network operations, applications, and usage.

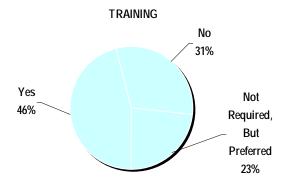
OES Code: 033162996

# **EMPLOYER REQUIREMENTS**

### **EDUCATION**

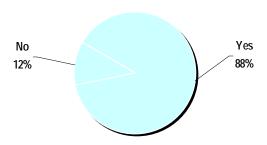


*Most* (75%) employers report that recent new hires have completed their High School Diploma or equivalent.



*Many* (46%) employers report that training is required prior to employment. *Many* (50%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 17 months Computer Technician, MSCE, Network Technology, or Network Administration.

### **EXPERIENCE**



**Almost all** (88%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 16 months Network Technology, Systems Administrator, or Programmer.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:	
The most prevalent obstacle to promotion:	
Lack of available positions	47%
Lack of upgraded skills	20%
Lack of training	13%
Lack of motivation	20%
Training resources used to upgrade skills:	
On-the-Job Training	67%
Workshops	47%
Community College	40%
Adult Education	33%
Other	7%
Apprenticeship training program availability:	
No	60%
Yes	40%
Type of employee found through a staffing service:	
None of the Above	67%
Temporary	13%
Temporary-to-Permanent	13%
All of the Above	13%
Project	7%
Seasonal	0%

# SKILLS NEEDED FOR CAREER ADVANCEMENT

Network management, loyalty, work ethic, and continuing education in computers.

# **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Computer technician skills, Windows NT, MSCE, good people skills, networking, and consulting.

# **COMPUTER SKILLS SOUGHT:** (16 of 16 firms responding)

Word Processing	75%
Spreadsheet	75%
Database	56%
Desktop Publishing	38%
Other	

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Refer to Appendix B.

### WAGES AND OTHER INFORMATION

### WAGES

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$10.00 - \$21.58	\$15.79
New hires, experienced:	\$11.99 - \$30.42	\$19.59
Experienced, 3 years with firm:	\$14.38 - \$30.00	\$24.56

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	71%	40
Part-Time	7%	23
Temporary/On-Call	22%	24
Unionization		
Union firms:	1 of 14	7%

BENEFITS %		Employer Share Cost Employer Pays All Pays Al		Share Cost		
	FT	PT	FT	PT	FT	PT
Medical	19	0	50	6	6	0
Dental	38	6	25	0	13	0
Vision	25	6	25	0	6	0
Life	56	0	13	0	13	0
Sick	75	13	0	0	0	0
Vacation	75	6	0	0	0	0
Retirement	13	0	44	6	19	0
Child Care	0	0	0	0	25	0
Other	13	0	25	0	19	0
(Stock, tuition reimbursement)						

### PROMOTIONAL OPPORTUNITIES

*Most* (75%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Network Technician
- Systems Analyst/Manager
- Network Analyst I, II
- Engineer
- Network Administrator I, II
- Information Systems Technician II/IS Manager
- Information Specialist

# Related Dictionary of Occupational Titles (DOT) Code: N/A

For more information, see COG #N/A

### **EMPLOYMENT TRENDS**

Occupation size:

Projected new jobs:
Openings due to separations:

Data not available
Data not available
Data not available

Gender: 60% Male 40% Female
Projected growth between 1997 – 2004 will remain stable. (Average
growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa
County is projected to be 18%)

### **SUPPLY AND DEMAND**

# Degree of Difficulty in Finding Applicants

Experienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Not difficult*. The supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

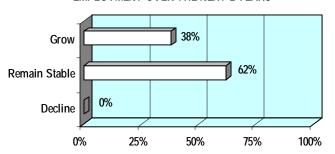
### **Annual Turnover**

Employers responding to the survey report a (5%) annual turnover rate.

# Percentage of New Hires in the Last Year

Employees Leaving	8%
New Positions	15%
Promotions	5%
Temporary	73%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



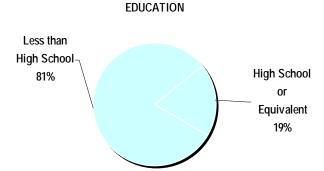
### PRIMARY RECRUITMENT METHODS

- Internet
- Newspaper ads
- Employee referrals

- Banks, State Commercial
- Business Services, N.E.C.
- Computer & Computer Software Stores
- Computer & Data Processing Services
- Doctors of Medicine, Offices & Clinics
- Grocery Stores
- Help Supply & Employees Leasing Services
- Research & Development, Physical & Biological
- School, Elementary & Secondary

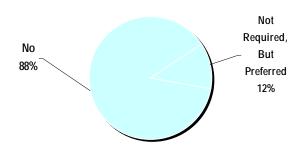
Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu. **OES Code**: **650260** 

# **EMPLOYER REQUIREMENTS**

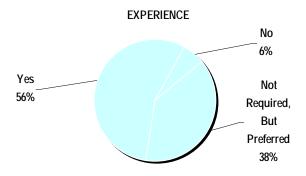


*Almost all* (81%) employers report that recent new hires have completed less than a High School Diploma or equivalent.

### **TRAINING**



**No** (0%) employers report that training is required prior to employment. **Most** (73%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.



*Many* (56%) employers report that work experience is required. *Most* (71%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 9 months Dishwasher Culinary School, Prep Cook, Cook's Assistant, or Cooking.

	-
K OV	Terms:
1/6/	i cillis.

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:	
The most prevalent obstacle to promotion:	
Lack of motivation	38%
Lack of upgraded skills	31%
Lack of available positions	31%
Lack of training	0%
Training resources used to upgrade skills:	
On-the-Job Training	75%
Community College	25%
Adult Education	19%
Workshops	13%
Apprenticeship	6%
Apprenticeship training program availability:	
No	94%
Yes	6%
Type of employee found through a staffing service:	
None of the Above	100%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

 $\label{thm:management} \mbox{Management skills, restaurant knowledge, three years experience, food knowledge, and professional training.}$ 

# NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Quick learner, organized, and English language.

# **COMPUTER SKILLS SOUGHT**

None reported.

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

### WAGES AND OTHER INFORMATION

### WAGES

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience New hires, experienced	\$5.75 - \$ 8.00 \$7.00 - \$11.25	\$ 7.50 \$ 8.50
Experienced, 3 years with firm	\$8.00 - \$14.00	\$10.00

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	91%	39
Part-Time	9%	23
Temporary/On-Call	1%	40

### Unionization

Union firms 1 of 16 6%

BENEFITS %		loyer s All			Share Cost				
	FT	PT	FT	PT	FT	PT			
Medical	19	0	50	13	13	0			
Dental	13	0	44	13	13	0			
Vision	6	0	19	0	13	0			
Life	6	0	25	6	0	0			
Sick	31	0	6	6	0	0			
Vacation	69	6	13	6	0	0			
Retirement	6	0	25	19	0	0			
Child Care	0	0	0	0	0	0			
Other	6	0	6	0	0	0			
(Golf privileges)									

# PROMOTIONAL OPPORTUNITIES

A few (14%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Chef/Cook
- Kitchen Manager/Assistant Kitchen Manager
- Head Baker
- Sous Chef/Assistant Chef
- Line Cook
- Head Cook/Lead Cook

Related Dictionary of Occupational Titles (DOT) Code:

313.131-014, 313.131-026, 313.361-014

For more information, see COG #93, 366

# **EMPLOYMENT TRENDS**

Occupation size: Large Projected new jobs: 340 Openings due to separations: 430

88% Male 12% Female Projected growth between 1997 – 2004 is average, 17.2% (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

# Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

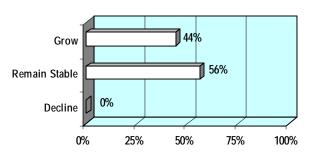
### **Annual Turnover**

Employers responding to the survey report a (36%) annual turnover

# Percentage of New Hires in the Last Year

Employees Leaving	79%
New Positions	5%
Promotions	16%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



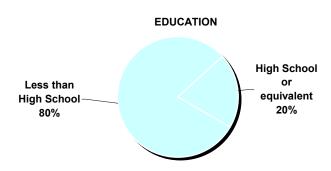
### PRIMARY RECRUITMENT METHODS

- Employee referrals
- In-house promotion or transfer
- Newspaper ads
- Walk-in applicants

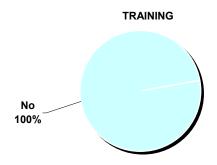
- Golf Courses, Public
- **Hotels and Motels**
- Restaurants, Caterers & Eating Places
- Sports & Recreation Clubs, Membership

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish and chips. The duties of the cook normally involve operating large volume single purpose cooking equipment. Typically, these cooks work in regional or national food chain restaurants. **OES Code**: **650320** 

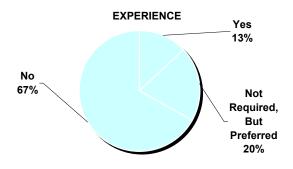
# **EMPLOYER REQUIREMENTS**



**Almost all** (80%) employers require less than a High School Diploma.



**All** (100%) employers report that training is not required prior to employment. **Almost all** (80%) employers report that an average of 7 months of training is accepted as a substitute for experience.



A **few** (13%) employers report that work experience averaging 9 months is required. **Many** (40%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 6 months of Restaurant, or Register Operations.

### **SKILL SETS**

# Important Skills for Newly Hired Employees

Product inspection, service orientation, operation and control, active listening, reading comprehension, mathematics, and equipment selection.

### **New Skills**

Attentive, careful, concentration, knowledge of sanitation, managerial, English literacy, ability to see the big picture and plan ahead.

### Important Skills for Career Advancement

Good cook, attitude, hard work, dedication, customer and employee satisfaction, dependability, appearance, interest, seniority, cost management, organization, food safety, communication, ambition, delegation, people skills, supervision, ordering, and management skills.

# \*Computer Skills

0%
0%
0%
0%
0%

<sup>\*</sup>Based on employers responding to this question.

### **Skill Shortages**

Attitude, cleanliness, reading comprehension, legal immigrant status, honesty, and ability to follow instructions.

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

**Key Terms:** 

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

WAGES Non-Union/ Union	<u>Range</u>	M	<u>ledian</u>
New hires, no experience:	\$ 6.75 - \$ 8.00	\$	6.75
New hires, experienced:	\$ 6.75 - \$ 9.25	\$	7.50
Experienced, 3 years with firm:	\$ 6.75 - \$14.00	\$	10.00

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	63%	38
Part-Time	37%	24
Temporary/On Call	0%	0
Seasonal	0%	0

**Shifts:** *Many* (53%) employers reported Day. *Some* (20%) reported Swing, and a *few* (7%) reported Graveyard. *Almost all* (87%) reported Other: evening

### Unionization

Union firms: A **few** (7%) employers report that they are union.

BENEFITS %	Employ A	er Pays II	Share Cost		ys Share Cost Employee P		
	FT	PT	FT	PT	FT	PT	
Medical	27	20	7	0	0	0	
Dental	27	20	7	0	0	0	
Vision	20	13	7	0	0	0	
Life	7	0	7	0	0	0	
Sick	13	0	0	0	0	0	
Vacation	33	7	0	0	0	0	
Retirement	13	7	0	0	0	0	
Child Care	0	0	0	0	0	0	
*Other	13	20	0	0	0	0	
* Profit sharing, meal discount, and cafeteria plan.							

# PROMOTIONAL OPPORTUNITIES

**Almost all** (87%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Assistant Kitchen Manager, Kitchen Manager
- Second Chef, Head Chef
- Cutter, Oven Tender
- Shift Leader, Lead Cook, Senior Cook

# OTHER INFORMATION

Related **Dictionary of Occupational Titles (DOT) Code:** 313.131-014 313.131-026 313.361-014 318.687-010

For more information, see COG # 366

### **EMPLOYMENT TRENDS**

Occupation size: Large Projected new jobs: 190 Openings due to separations: 360

Gender: 72% Male 28% Female
Projected growth between 1999 - 2006 is slower than average, 14.5%.
(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced: **Very difficult** . Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

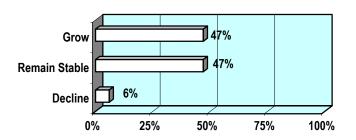
### **Annual Turnover**

Employers responding to the survey report a 43% annual turnover rate.

# Percentage of New Hires in the Last Year

Employees Leaving	89%
New Positions	0%
Promotions	6%
Temporary	5%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



# PRIMARY RECRUITMENT METHODS

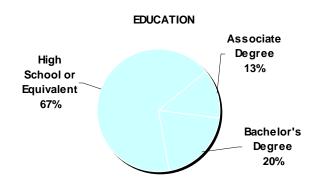
- Walk-in applicants
- Employee Referral
- Newspaper Ads

# WHERE THE JOBS ARE

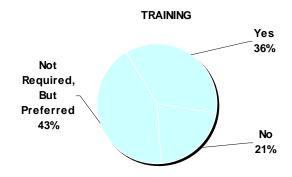
Eating Places

Cost Estimators prepare cost estimates for manufacturing of products, construction projects, or services to aid management in bidding on or determining price of products or services. They may specialize according to a particular service performed or product produced. **OES Code: 219020** 

# **EMPLOYER REQUIREMENTS**

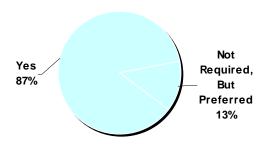


*Most* (67%) employers require a High School Diploma.



**Some** (36%) employers report that training is required prior to employment. **Type of training required:** An average of 29 months Construction/Engineering Degree, Computers, Employment history in field, Print Estimating, Structural Engineering, Knowledge of Fire Codes, Estimating Training and Field Experience. **Many** (47%) employers report that an average of 10 months of training is accepted as a substitute for experience.

### **EXPERIENCE**



**Almost all** (87%) employers report that work experience averaging 25 months is required. **Many** (58%) employers report that experience in other occupations is accepted. **Other acceptable work experience**: An average of 36 months Construction, Contractors, Engineering, Carpentry, Field or Office experience.

### SKILL SETS

### New Skills

Computer, people skills, estimating and math.

# Important Skills for Career Advancement

Management, computers, ability to read plans, knowledge of business and math skills, people skills, accuracy, detail, understanding of the work, implementation, science and organizational skills.

(Soft Skills: integrity, common sense, ambition, desire, motivation, reliability, maturity and honesty.)

# \*Computer Skills

Word Processing	50%
Spreadsheet	79%
Database	71%
Desktop Publishing	14%
Other	29%

(Pathways, Ultramate, Print Estimating Program, CPM, Construction Project Management)

\*Based on employers responding to this question.

### **Skill Shortages**

Competent people, and computer skills.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

# WAGES

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$15.34 - \$28.77	\$19.18
Experienced, 3 years with firm:	\$18.75 - \$38.00	\$26.85

Employers reported paying other compensation.

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	96%	41
Part-Time	4%	26
Temporary/ On Call	0%	0
Seasonal	0%	0

Shifts: All (100%) employers reported Day.

### Unionization

Union firms: A few (7%) employers report that they are union.

BENEFITS %	Employ A	er Pays II	Share	Cost	Employ A	ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	67	0	33	0	0	0
Dental	47	0	27	0	13	0
Vision	33	0	33	0	13	0
Life	20	0	13	0	13	0
Sick	67	0	13	0	0	0
Vacation	87	0	7	0	0	0
Retirement	33	0	20	0	27	0
Child Care	0	0	7	0	13	0
Other	0	0	13	0	0	0
401 K						

# PROMOTIONAL OPPORTUNITIES

*Most* (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Estimator
- Manager
- Shareholder
- Project Manager
- General Manager

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 169.267-038 221.362-018 221.367-014 221.482-014

For more information, see COG #N/A

# **EMPLOYMENT TRENDS**

Occupation size: Medium
Projected new jobs: 130
Openings due to separations: 40

Gender: 91% Male 9% Female
Projected growth between 1997 – 2004 is much faster than average,
28.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in
Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

# Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably

greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

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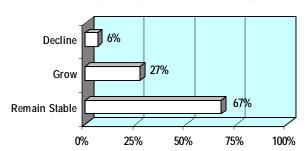
### **Annual Turnover**

Employers responding to the survey report a (8%) annual turnover

Percentage of New Hires in the Last Year

Employees Leaving	30%
New Positions	60%
Promotions	10%
Temporary	0%

# **EMPLOYMENT OVER THE NEXT 2 YEARS**



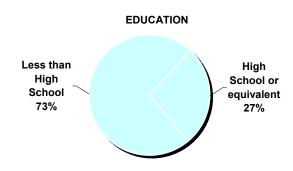
# PRIMARY RECRUITMENT METHODS

- In-House Promotion or Transfer
- Employee Referral
- Newspaper Ads

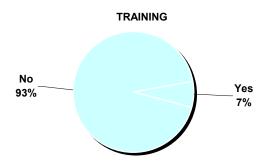
- Contractors, Concrete Work
- Contractors, Electrical Work
- Contractors, Excavation Work
- Contractors, General, Single-Family Residential
- Contractors, General, Other Non Residential Buildings
- Contractors, Highway and Street Construction

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment. **OES Code: 490170** 

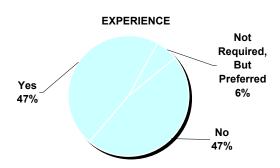
# **EMPLOYER REQUIREMENTS**



*Most* (73%) employers require less than a High School Diploma.



A **few** (7%) employers report that training is required prior to employment. **Type of training required:** An average of 3 months Keyboard Skills. **Most** (63%) employers report that an average of 2 months of training is accepted as a substitute for experience.



**Many** (47%) employers report that work experience averaging 8 months is required. **Most** (75%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 9 months of Customer Service, Team Leader, Clerk, Packer, and Manager.

### **SKILL SETS**

### Important Skills for Newly Hired Employees

Speaking, active listening, service orientation, information gathering, writing, and mathematics.

### New Skills

Computer, flexibility, organization, team player, good diction, cutting knowledge, product knowledge, biology, science, knowledge of cloth, people skills, knowledge of movies.

### Important Skills for Career Advancement

Good customer service, computer, clerical, education, organization, dependability, reading and writing, spelling, communication, anatomy, nutrition, Life Guard, and competence.

# \*Computer Skills

Word Processing	14%
Spreadsheet	14%
Database	57%
Desktop Publishing	0%
Other	43%
(In-House Software, Inventory	Rental Programs)

\*Based on employers responding to this question.

### Skill Shortages

Spelling, team work, and accepting criticism.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.75 - \$ 7.50	\$ 6.88
New hires, experienced:	\$ 6.75 - \$12.50	\$ 8.00
Experienced, 3 years with firm:	\$ 7.00 - \$18.00	\$10.00

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	28%	39
Part-Time	71%	22
Temporary/On Call	0%	0
Seasonal	1%	20

**Shifts:** *Almost all* (87%) employers reported Day. *Many* (47%) reported Swing, and a *few* (7%) reported Other: evening.

# Unionization

Union firms: None Reported

BENEFITS %	Employ A	er Pays II	Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	33	20	7	13	0	0
Dental	27	13	7	13	0	0
Vision	20	13	13	7	0	0
Life	33	13	7	13	0	0
Sick	27	13	7	7	0	0
Vacation	33	20	7	7	0	0
Retirement	27	13	7	7	0	7
Child Care	0	0	0	0	0	0
*Other	0	0	0	0	0	0

# **PROMOTIONAL OPPORTUNITIES**

**Most** (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Manager on duty
- Executive
- Supervisor
- Team Leader
- Assistant Manager

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 162.157-018 142.051-014 185.167-046 299.137-010

For more information, see COG #511

### **EMPLOYMENT TRENDS**

Occupation size: Large Projected new jobs: 300 Openings due to separations: 430

Gender: 49% Male 51% Female
Projected growth between 1999 - 2006 is faster than average, 24.2%.
(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra
Costa County is projected to be 18%)

### SUPPLY AND DEMAND

# **Degree of Difficulty in Finding Applicants**

Experienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants. Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

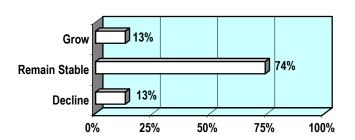
### **Annual Turnover**

Employers responding to the survey report a 74% annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	96%
New Positions	1%
Promotions	0%
Temporary	2%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



### PRIMARY RECRUITMENT METHODS

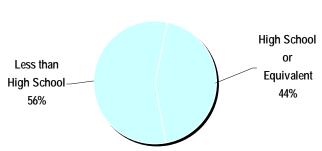
- Walk-in Applicants
- Newspaper Ads
- Employee Referrals

- Amusement/Recreation Services
- Bowling Alleys
- Coin-Operated Laundries/Drycleaners
- Dry Cleaning, No Rugs
- Equipment Rentals and Leasing
- Garment Pressing and Agents
- Grocery Stores, Hardware Stores
- Physical Fitness Facilities
- Real Estate Agents/Managers
- Video Rental

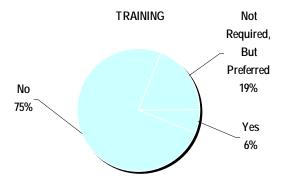
Lunchroom, Coffee Shop or Cafeteria Counter Attendants serve food to diners at a counter or from a steam table. Does not include Counter Attendants who also wait tables. **OES Code**: **650170** 

# **EMPLOYER REQUIREMENTS**



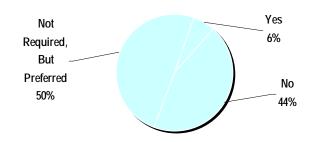


*Many* (56%) employers report that recent new hires have completed less than a High School Diploma or equivalent.



A *few* (6%) employers report that training is required prior to employment. *Most* (67%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 3 months Customer Service, or Food & Cash Handling.

### **EXPERIENCE**



A *few* (6%) employers report that work experience is required. *Most* (67%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 10 months Waiter/Waitress, Hospitality/Service, any Food Service Occupation, or Customer Service.

### Kev Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated a	as follows:
The most prevalent obstacle to promotion:	
Lack of motivation	60%
Lack of available positions	27%
Lack of training	7%
Lack of upgraded skills	0%
Training resources used to upgrade skills:	
On-the-Job Training	93%
Community College	20%
Workshops	20%
Adult Education	0%
Apprenticeship	0%
Apprenticeship training program availability	<b>/</b> :
No	87%
Yes	13%
Type of employee found through a staffing s	service:
None of the Above	87%
Temporary	13%
Temporary-to-Permanent	13%
Project -	0%
Seasonal	0%
All of the Above	0%

# SKILLS NEEDED FOR CAREER ADVANCEMENT

Customer service, good attitude, management, leadership, attendance, people skills, clean, accuracy, dependability, work independently, marketing, merchandising, friendly, and guick learner.

### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Customer service, inventory, count money, make change, personality, food safety, and general computer knowledge.

### COMPUTER SKILLS SOUGHT: (5 of 16 firms responding)

Word Processing	80%
Spreadsheet	80%
Desktop	40%
Other	40%

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Refer to Appendix B.

# WAGES AND OTHER INFORMATION

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced: Experienced, 3 years with firm:	\$5.75 - \$10.00 \$5.75 - \$10.00 \$5.75 - \$12.12	\$ 6.00 \$ 7.00 \$ 8.00
	_	

Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$8.45 - \$10.04	\$ 9.20
New hires, experienced:	\$8.45 - \$10.04	\$ 9.20
Experienced, 3 years with firm:	\$8.83 - \$12.20	\$11.15

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	17%	40
Part-Time	52%	24
Temporary/On-Call	30%	10
Seasonal	2%	40

# Unionization

Union Firms 4 of 16 25%

BENEFITS %		loyer s All	Share	Cost	Empl Pay:	
	FT	PT	FT	PT	FT	PT
Medical	31	13	38	25	6	6
Dental	31	19	31	19	0	0
Vision	25	13	13	13	6	6
Life	19	13	13	6	6	6
Sick	44	38	6	0	0	0
Vacation	63	44	6	0	0	0
Retirement	19	13	13	19	13	6
Child Care	0	0	0	0	0	0
Other	0	0	0	0	0	0

### PROMOTIONAL OPPORTUNITIES

**Almost all** (88%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Assistant Manager
- Cashier
- Shift leader
- Cook
- Food Service Coordinator
- Assistant Manager

Related Dictionary of Occupational Titles (DOT) Code: 311.677-014, 311.477-014

For more information, see COG #NA

# **EMPLOYMENT TRENDS**

Occupation size: Large
Projected new jobs: 110
Openings due to separations: 750

Gender: 13% Male 87% Female Projected growth between 1997 – 2004 is slower than average, 11.5% (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

# **Degree of Difficulty in Finding Applicants**

Experienced/Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

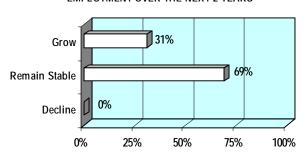
### **Annual Turnover**

Employers responding to the survey report a (19%) annual turnover rate.

# Percentage of New Hires in the Last Year

Employees Leaving	44%
New Positions	13%
Promotions	21%
Temporary	21%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



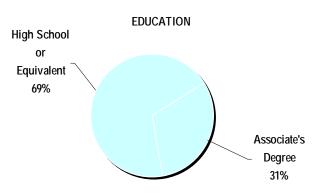
### PRIMARY RECRUITMENT METHODS

- Employee referrals
- Walk-in applicants
- Newspaper ads

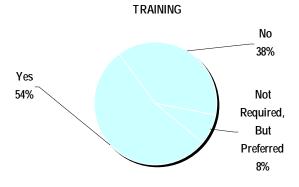
- Amusement & Recreation Services, N.E.C.
- Department Stores
- Golf Courses, Public
- Grocery Stores
- Restaurants, Caterers, & Eating Places
- Retail Bakeries
- Schools, Elementary & Secondary

Data Processing Equipment repairers repair, maintain, and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems. Does not include Non-Data Processing Equipment Repairers. **OES Code: 857050** 

# **EMPLOYER REQUIREMENTS**

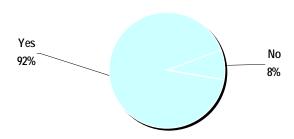


*Most* (69%) employers report that recent new hires have completed their High School Diploma or equivalent.



*Many* (54%) employers report that training is required prior to employment. *Many* (42%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 9 months Apple Technician Certification, College Degree, Technical Training/School, MSCE, or On-the-Job Training.

### **EXPERIENCE**



**Almost all** (92%) employers report that work experience is required. **Some** (36%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 28 months Sales, Network Administration, Senior Network Systems Engineer, or Information Systems Technician.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:	
The most prevalent obstacle to promotion:	
Lack of upgraded skills	33%
Lack of motivation	33%
Lack of available positions	17%
Lack of training	8%
Training resources used to upgrade skills:	
	67%
•	25%
	8%
Adult Education	0%
Other	25%
Apprenticeship training program availability:	
No	69%
Yes	15%
Type of employee found through a staffing convices	
	58%
. 10.10 0.1 1.10 1.100 10	25%
	23% 8%
•	8%
	8% 0%
	0% 0%
теттрогагу-то-Реппапені	U%
	The most prevalent obstacle to promotion: Lack of upgraded skills Lack of motivation Lack of available positions Lack of training  Training resources used to upgrade skills: On-the-Job Training Workshops Apprenticeship Adult Education Other  Apprenticeship training program availability: No

### SKILLS NEEDED FOR CAREER ADVANCEMENT

People skills, customer service, trouble shooting, consultation, computer repair – MSCE, and Novel.

### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Customer relations, networking knowledge, organization, A+ Certification, Compaq H-P Certification, and knowledge of constantly changing technology.

# **COMPUTER SKILLS SOUGHT:** (10 of 13 firms responding)

Word Processing	70%	6
Spreadsheet	70%	6
Database	70%	6
Desktop Publishing	40%	6
	60%	

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

# WAGES AND OTHER INFORMATION

### WAGES

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced:	\$ 8.00 - \$ 8.00 \$10.00 - \$25.00	\$ 8.00 \$16.78
Experienced, 3 years with firm:	\$15.00 - \$35.96	\$22.63

### **Hours Worked**

	% of Employees	Weekly Hours
Full-time	84%	43
Part-Time	13%	17
Temporary/On-Call	3%	6

### Unionization

Union firms: 1 of 12 8%

BENEFITS %		loyer s All	Share	Cost	Empl Pays	loyee s All
	FT	PT	FT	PT	FT	PT
Medical	31	0	54	0	0	0
Dental	23	0	46	0	0	0
Vision	15	0	8	0	0	0
Life	15	0	0	0	0	0
Sick	46	0	8	0	8	0
Vacation	69	0	8	0	8	0
Retirement	23	0	15	0	0	0
Child Care	0	0	0	0	8	0
Other	8	0	0	0	0	0
(Unemployment)						

# PROMOTIONAL OPPORTUNITIES

*Most* (62%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Technician
- Lead Engineer
- Service manager
- Outside technician
- Consultant
- Programmer
- Senior Systems Analyst
- Senior Technical Specialist

Related Dictionary of Occupational Titles (DOT) Code: 663.261-010, 828.261-022

For more information, see COG #152, 34, 60, 222

# **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 20 Openings due to separations: 10

Gender: 81% Male 19% Female
Projected growth between 1997 – 2004 is faster than average, 22.2%
(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra
Costa County is projected to be 18%)

# **SUPPLY AND DEMAND**

# Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Not difficult*. Supply of qualified applicants is considerably greater than demand.

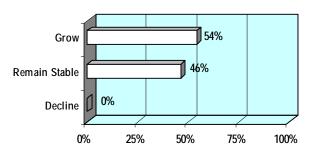
### **Annual Turnover**

Employers responding to the survey report a (20%) annual turnover rate.

# Percentage of New Hires in the Last Year

Employees Leaving	50%
New Positions	40%
Promotions	10%

# **EMPLOYMENT OVER THE NEXT 2 YEARS**



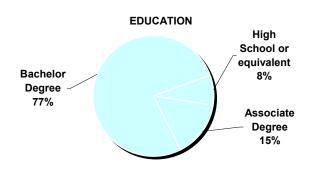
# PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- Internet

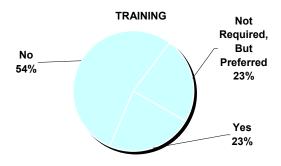
- Business Consulting Services, N.E.C.
- Computer & Computer Software Stores
- Computer Maintenance & Repair
- Computer Related Services, N.E.C.
- Miscellaneous Retail Stores
- Radio, Television & Consumer Electronics Stores

Data Base Administrators coordinate physical changes to computer data bases and code, test, and implement the data base applying knowledge of data base management systems. May design logical and physical data bases and coordinate data base development as part of a project team. **OES Code: 251030** 

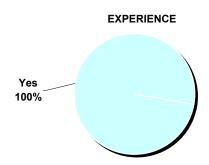
# **EMPLOYER REQUIREMENTS**



*Most* (77%) employers require a Bachelor Degree.



**Some** (23%) employers report that training is required prior to employment. **Type of training required**: An average of 23 months ASI 400 Systems, Computers, and Database Skills. A *few* (15%) employers report that an average of 24 months of training is accepted as a substitute for experience.



**All** (100%) employers report that work experience averaging 32 months is required. **Some** (23%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 40 months of Computer Knowledge, Network Administration, or Programming.

### **SKILL SETS**

### Important Skills for Newly Hired Employees

Programming, testing, reading comprehension, technology design, operation analysis, and instruction.

### New Skills

Project management, programming ability, changing software, and Unix administration.

### Important Skills for Career Advancement

Broad information technology knowledge, advanced computer/ system skills, database knowledge, programming, and leadership.

### \*Computer Skills

Word Processing	58%
Spreadsheet	58%
Database	83%
Desktop Publishing	25%
Other	67%

(Unix, Geographic Information System, Programming Language, Payroll Software, Web, and SAP)

\*Based on employers responding to this question.

### **Skill Shortages**

Delegation, multi-tasking, general database knowledge, ability to see "the big picture".

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

**Key Terms:** 

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

# **WAGES**

Non-Union	Range	<u>Median</u>	
New hires, no experience: New hires, experienced: Experienced, 3 years with firm:	Not Applicable \$16.50 - \$33.56 \$32.82 - \$40.75	Not Applicable \$27.89 \$34.40	
Union	<u>Range</u>	<u>Median</u>	

Employers reported paying other compensation.

### **Hours Worked**

nouro montos	% of Employees	Weekly Hours
Full-Time	92%	40
Part-Time	0%	0
Temporary/On Call	8%	40
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day. A *few* (8%) reported Graveyard, and a *few* (8%) reported Other: flextime and on call.

### Unionization

Union firms: **Some** (23%) employers report that they are union.

BENEFITS %		Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT	
Medical	23	0	69	0	8	0	
Dental	38	0	54	0	8	0	
Vision	46	0	38	0	15	0	
Life	54	0	31	0	8	0	
Sick	92	0	0	0	8	0	
Vacation	92	0	0	0	8	0	
Retirement	46	0	23	0	31	0	
Child Care	0	0	8	0	8	0	
*Other	8	0	0	0	0	0	
*Flexible spending account							

# PROMOTIONAL OPPORTUNITIES

**Many** (54%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Computer Operator or System Manager
- Senior Database Administrator, Database Administrator II
- Upper Management, Senior Programmer Analyst

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 031.262-014

For more information, see COG #N/A

# **EMPLOYMENT TRENDS**

Occupation size: Medium Projected new jobs: 50 Openings due to separations: 70

Gender: 87% Male 13% Female
Projected growth between 1999 - 2006 is much faster than average,
28.8%. (Average growth between 1999 - 2006 of all nonagricultural occupations in
Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

# **Degree of Difficulty in Finding Applicants**

Experienced: **Moderately Difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: **Not Applicable**.

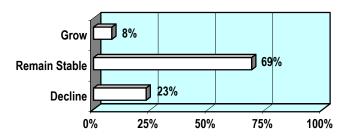
### **Annual Turnover**

Employers responding to the survey report a 9% annual turnover rate

### Percentage of New Hires in the Last Year

Employees Leaving	58%
New Positions	0%
Promotions	0%
Temporary	42%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



# PRIMARY RECRUITMENT METHODS

- Internet
- Newspaper Ads
- Employee Referrals
- In-house Promotion or Transfer

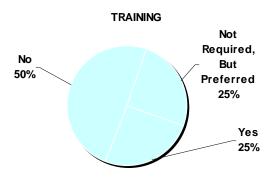
- Computer Programming Services
- Computer Related Services
- Data Processing Services
- Electronic Parts and Equipment
- Executive/Legislative Offices
- Help Supply Services
- Junior College/Technical Institute
- Newspapers Publishing/Printing
- Public Order/Safety

Demonstrators and Promoters demonstrate merchandise and answer questions for the purpose of creating public interest in buying the product. May sell demonstrated merchandise. **OES Code: 490340** 

# **EMPLOYER REQUIREMENTS**

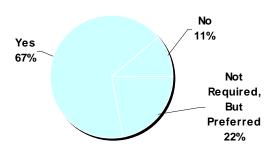
# High School or Equivalent 78% Bachelor's Degree 22%

Most (78%) employers require a High School Diploma.



**Some** (25%) employers report that training is required prior to employment. **Type of training required**: An average of 5 months computer literate. **Some** (38%) employers report that an average of 5 months training is accepted as a substitute for experience.

### **EXPERIENCE**



*Most* (67%) employers report that work experience averaging 30 months is required. *Almost all* (86%) employers report that experience in other occupations is accepted. **Other acceptable work experience**: An average of 37 months Customer Service, Retail Sales, Teaching and General Sales.

# **SKILL SETS**

### New Skills

Communication, personable and knowledge of education issues.

# Important Skills for Career Advancement

Composition, computer, communication, leadership, administrative, sales and management skills.

# \*Computer Skills

Word Processing	78%
Spreadsheet	67%
Database	67%
Desktop Publishing	22%
Other	44%

(Peachtree, Quickbooks, Adobe Illustrator, Filemaker Pro)

\*Based on employers responding to this question.

# Skill Shortages

Computer skills, sales skills and discovering customer needs.

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$14.38 - \$19.18	\$17.26
ew hires, experienced:	\$ 9.00 - \$23.97	\$17.26
Experienced, 3 years with firm:	\$11.99 - \$28.77	\$19.66

Employers reported paying other compensation.

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	100%	40
Part-Time	0%	0
Temporary/On Call	0%	0
Seasonal	0%	0

Shifts: All (100%) employers reported Day.

### Unionization

Union firms None Reported

BENEFITS %		er Pays II	Share	Cost		ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	67	0	22	0	0	0
Dental	56	0	22	0	0	0
Vision	56	0	11	0	0	0
Life	67	0	11	0	0	0
Sick	89	0	0	0	0	0
Vacation	89	0	0	0	0	0
Retirement	33	0	22	0	11	0
Child Care	0	0	0	0	11	0
Other	0	0	0	0	0	0

# PROMOTIONAL OPPORTUNITIES

*Most* (67%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Sales Manager
- **Division Manager**
- **Key Account Sales**
- Consultant Manager

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 297.354-010

For more information, see COG #510

# **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 60 Openings due to separations: 50

Gender: 60% Male 40% Female Projected growth between 1997 – 2004 is much faster than average, 27.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

# Degree of Difficulty in Finding Applicants

Experienced: Very Difficult. Employer demand is considerably

greater than supply of qualified applicants.

Inexperienced: Moderately Difficult. Employer demand is somewhat greater than the supply of qualified applicants.

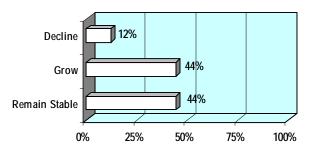
### **Annual Turnover**

Employers responding to the survey report a (13%) annual turnover

Percentage of New Hires in the Last Year

Employees Leaving	12%
New Positions	76%
Promotions	12%
Temporary	0%

# **EMPLOYMENT OVER THE NEXT 2 YEARS**



# PRIMARY RECRUITMENT METHODS

- **Employee Referrals**
- Newspaper Ads
- Internet

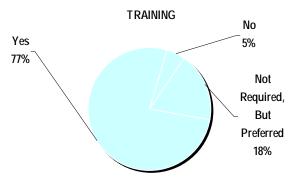
- **Book Publishing & Printing**
- Business Services, N.E.C.
- Candy & Other Confectionery Products, Wholesale
- Mattresses & Bedsprings
- Nondurable Goods, Wholesale, N.E.C.
- Software Development, Custom
- Trimmings, Apparel Findings & Related Products

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required. **OES Code:** 660020

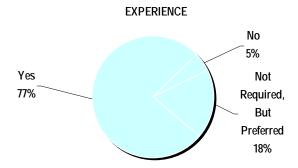
# **EMPLOYER REQUIREMENTS**

# Associate's Degree 23% High School Diploma 77%

*Most* (77%) employers report that recent new hires have completed their High School Diploma or equivalent.



**Most** (77%) employers report that training is required prior to employment. **Many** (48%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 11 months Dental Assistant School, Registered Dental Assistant License, or Internship.



*Most* (77%) employers report that work experience is required. *Some* (35%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 15 months Medical, Front Desk, Secretary, Hygienist, Receptionist, or Insurance.

1/	T
Key	Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:		
The most prevalent obstacle to promotion:		
Lack of available positions	50%	
Lack of motivation	32%	
Lack of training	0%	
Lack of upgraded skills	5%	
Training resources used to upgrade skills:		
Adult Education	32%	
On-the-Job Training	32%	
Workshops	27%	
Community College	14%	
Apprenticeship	9%	
Apprenticeship training program availability:		
No	68%	
Yes	27%	
Type of employee found through a staffing service:		
Temporary	73%	
Temporary-to-Permanent	18%	
None of the Above	23%	
Project	0%	
Seasonal	0%	
All of the Above	0%	

# SKILLS NEEDED FOR CAREER ADVANCEMENT

Work experience, social skills, RDA license, professionalism, hard working, caring, extended functions, and insurance experience.

# NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

X-ray license, insurance billing, implants, and coronal polishing.

# **COMPUTER SKILLS SOUGHT:** (6 of 22 firms responding)

Word Processing	50%
Spreadsheet	
Database	33%
Desktop Publishing	17%
Other	50%

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

# WAGES AND OTHER INFORMATION

### WAGES

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced:	\$ 9.00 - \$13.00 \$12.00 - \$17.00	\$12.00 \$14.00
Experienced, 3 years with firm:	\$14.00 - \$21.00	\$17.00

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	66%	38
Part-Time	30%	22
Temporary/On-Call	4%	3

### Unionization

None reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	45	0	23	0	5	5
Dental	59	5	9	5	0	0
Vision	0	0	5	0	5	0
Life	0	0	0	0	0	0
Sick	73	14	0	0	5	5
Vacation	86	14	0	5	5	0
Retirement	55	5	23	0	5	5
Child Care	0	0	0	0	5	5
Other	0	0	0	0	0	0

# PROMOTIONAL OPPORTUNITIES

**Some** (32%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Clinical Supervisor
- Office manager
- Extended Function Dental Assistant
- Receptionist
- Clinical Staff Supervisor

# Related Dictionary of Occupational Titles (DOT) Code: 079.361-018

For more information, see COG #27, 405, 485

### **EMPLOYMENT TRENDS**

Occupation size: Large Projected new jobs: 230 Openings due to separations: 120

Gender: 0% Male 100% Female Projected growth between 1997 – 2004 is faster than average, 20.7%.

(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

# **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced/Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

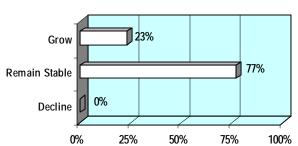
### **Annual Turnover**

Employers responding to the survey report a (31%) annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	74%
New Positions	21%
Promotions	5%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



# PRIMARY RECRUITMENT METHODS

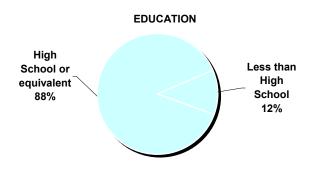
- Newspaper ads
- Employee referrals
- School, program referrals

# WHERE THE JOBS ARE

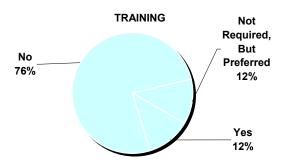
Dentists, Offices & Clinics

Dispatchers - Police, Fire, and Ambulance, receive complaints from the public concerning crimes and police emergencies and broadcast orders to police radio patrol units in the vicinity to investigate. They operate radio and telephone equipment to receive reports of fires and medical emergencies and relay information or orders to proper officials. **OES Code: 580020** 

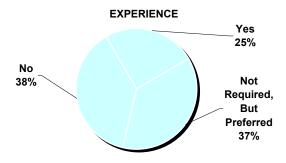
# **EMPLOYER REQUIREMENTS**



Almost all (88%) employers require a High School Diploma.



A **few** (12%) employers report that training is required prior to employment. **Type of training required**: An average of 8 months Computer, and passing the Commission on Peace Officer Standards and Training test. **Many** (40%) employers report that an average of 9 months of training is accepted as a substitute for experience.



**Some** (25%) employers report that work experience averaging 15 months is required. **Some** (20%) employers report that work experience in other occupations is accepted. **Other acceptable** work experience: An average of 12 months of Customer Service.

### **SKILL SETS**

### Important Skills for Newly Hired Employees

Active listening, speaking, judgment and decision making, service orientation, problem identification, and information gathering.

### New Skills

Type 35-40 WPM, communication, CAD and taking complaints.

# Important Skills for Career Advancement

Accuracy, reliability, good customer service, emergency experience, supervision, management, experience, education, multi-tasking, and Commission on Peace Officer Standards and Training certification.

# \*Computer Skills

Word Processing	83%
Spreadsheet	67%
Database	50%
Desktop Publishing	17%
Other	67%
O LOTID L OAD OLEEON	

(Corel, QuickBooks, CAD, CLEFS)

\*Based on employers responding to this question.

### **Skill Shortages**

False information on job skills in the past or job training, lack of experience, lack of ability to perform the job at optimal speed.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

WAGES Non-Union/Union	Range	<u>Median</u>
New hires, no experience:	\$18.89 - \$24.38	\$20.28
New hires, experienced:	\$12.00 - \$29.59	\$20.84
Experienced, 3 years with firm:	\$12.00 - \$33.27	\$24.13

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	93%	41
Part-Time	7%	21
Temporary/On Call	0%	0
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day. *Almost all* (88%) reported Swing, *most* (75%) reported Graveyard, and *most* (63%) reported Other: 24 hours, weekend, relief shift, and 4/10.

### Unionization

Union firms: Almost all (88%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	75	0	13	0	0	0
Dental	63	0	13	0	0	0
Vision	50	0	25	0	0	0
Life	63	0	13	0	0	0
Sick	88	13	0	0	0	0
Vacation	100	13	0	0	0	0
Retirement	50	0	38	0	0	0
Child Care	0	0	13	0	0	0
*Other	0	0	0	0	0	0
	•					

# PROMOTIONAL OPPORTUNITIES

**Almost all** (88%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Dispatcher II, Police Services Supervisor
- Lead Dispatcher, Dispatch Supervisor
- Communications Center Director
- Manager, Shift Supervisor

# OTHER INFORMATION

Related **Dictionary of Occupational Titles (DOT) Code:** 372.167-010 379.162-010 379.362-010 379.362-018

For more information, see COG #N/A

### **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 30 Openings due to separations: 20

Gender: 18% Male 82% Female

Projected growth between 1999 - 2006 is average, 15.8%. (Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants. Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

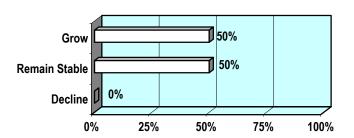
### **Annual Turnover**

Employers responding to the survey report a 13% annual turnover rate

### Percentage of New Hires in the Last Year

Employees Leaving	52%
New Positions	41%
Promotions	7%
Temporary	0%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



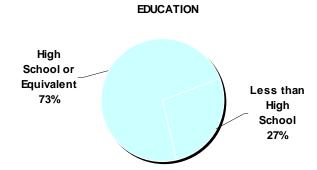
# PRIMARY RECRUITMENT METHODS

- Internet
- Employee Referrals
- Newspaper Ads

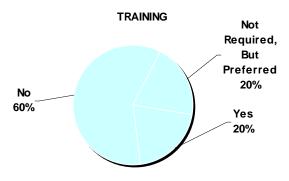
- Executive/Legislative Offices
- Fire Protection
- Local Passenger Transportation
- Public Order/Safety

Drywall Installers apply plasterboard or other wallboard to ceiling and interior walls of buildings. OES Code: 871080

# **EMPLOYER REQUIREMENTS**



*Most* (73%) employers require a High School Diploma.



**Some** (20%) employers report that training is required prior to employment. **Type of training required**: An average of 25 months Apprenticeship Drywall, On the job, Reading, Writing and Arithmetic. **Some** (38%) employers report that an average of 22 months of training is accepted as a substitute for experience.

# 

*Many* (53%) employers report that work experience averaging 29 months is required. *No* (0%) employers report that experience in other occupations is accepted.

# Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

#### **SKILL SETS**

#### **New Skills**

Some construction, blue print reading, written communication, good problem solving and common sense.

# Important Skills for Career Advancement

Reading plans, taping and hanging, sheetrock, some construction, reliable, hard working, math, supervision, verbal, common sense, mechanical skills, following directions, knowledge and experience.

# \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

# **Skill Shortages**

English language, training in basic union/OSHA directives and reliability.

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$12.00 - \$25.00	\$20.00
Experienced, 3 years with firm:	\$18.00 - \$30.00	\$25.00
Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$11.31 - \$32.00	\$16.20
New hires, experienced:	\$18.31 - \$32.00	\$29.00
Experienced, 3 years with firm:	\$26.55 - \$32.00	\$31.00

Employers reported paying other compensation.

#### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	88%	40
Part-Time	0%	0
Temporary/On Call	2%	37
Seasonal	10%	27

Shifts: All (100%) employers reported Day, and a few (7%) reported Graveyard.

#### Unionization

Union firms: *Some* (33%) employers report that they are union.

BENEFITS %		Employer Pays Share Cost Employee Pa		Share Cost		-
	FT	PT	FT	PT	FT	PT
Medical	36	0	7	0	0	0
Dental	21	0	7	0	0	0
Vision	21	0	7	0	0	0
Life	14	0	0	0	7	0
Sick	14	0	0	0	0	0
Vacation	21	0	0	0	7	0
Retirement	29	0	0	0	0	0
Child Care	7	0	0	0	0	0
Other	0	0	0	0	0	0

#### PROMOTIONAL OPPORTUNITIES

Some (33%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Superintendent
- Foreman
- **Project Superintendent**

# **OTHER INFORMATION**

Related Dictionary of Occupational Titles (DOT) Code: 842.361-030 842.684-014 869.684-050

For more information, see COG #524

# **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 80 Openings due to separations: 30

Gender: 98% Male 2% Female Projected growth between 1997 – 2004 is much faster than average, 24.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### SUPPLY AND DEMAND

#### Degree of Difficulty in Finding Applicants

Experienced: Very Difficult. Employer demand is considerably

greater than supply of qualified applicants.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

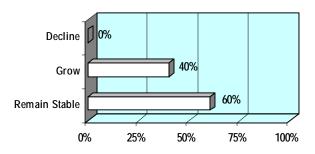
#### **Annual Turnover**

Employers responding to the survey report a (2%) annual turnover

Percentage of New Hires in the Last Year

Employees Leaving	8%
New Positions	19%
Promotions	8%
Temporary	65%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



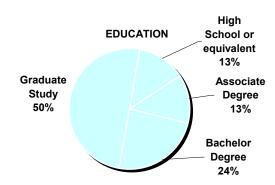
# PRIMARY RECRUITMENT METHODS

- **Employee Referrals**
- Walk-In Applicants
- **Union Hall Referrals**

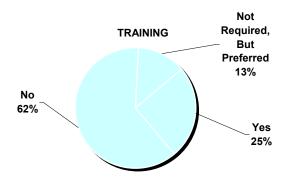
- Contractors, Plastering, Drywall, Acoustical and Insulation
- Contractors, General, Industrial Buildings and Warehouses

Education Administrators plan, organize, direct, control, or coordinate the educational activities of colleges, universities, vocational, technical, post-secondary, secondary, or elementary schools. They may include administrators of separate training and instructional organizations (or programs) in private business or other agencies. **OES Code: 150050** 

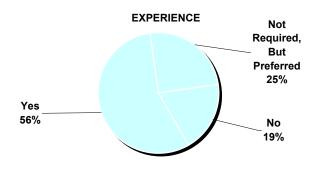
#### **EMPLOYER REQUIREMENTS**



Many (50%) employers require Graduate Study.



**Some** (25%) employers report that training is required prior to employment. **Type of training required**: An average of 13 months Computer, Teacher, Investigations, Apprenticeship, and Business Management. A **few** (15%) employers report that an average of 5 months of training is accepted as a substitute for experience.



**Most** (56%) employers report that work experience averaging 35 months is required. **Most** (62%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 37 months of Teacher, Principal, Clinical Coordinator, Business Administrator, Accounting, Tutor, or Program Manager.

#### **SKILL SETS**

#### Important Skills for Newly Hired Employees

Coordination, judgment and decision making, management of financial resources, speaking, and management of personnel resources.

#### **New Skills**

Montessori educational approach, education knowledge, procedural requirements, internet data training, teaching credential, financial skills, and leadership.

#### Important Skills for Career Advancement

Good administrative skills, organization, ability to give direction, ability to control, leadership, clinical assessment, supervisory skills, interpersonal communication, computer, people skills, education, multi-tasking, and marketing.

#### \*Computer Skills

Word Processing	100%
Spreadsheet	62%
Database	62%
Desktop Publishing	38%
Other	8%

(Management Information System)

#### **Skill Shortages**

Computer, marketing, finance controls, vendor management, public relations, and Human Resources.

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

**Kev Terms:** 

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

<sup>\*</sup>Based on employers responding to this question.

# **EDUCATION ADMINISTRATORS**

# **WAGES AND BENEFITS**

WAGES Non-Union	Range	<u>Median</u>
New hires, no experience:	\$10.00 - \$49.86	\$23.01
New hires, experienced:	\$12.00 - \$49.86	\$31.65
Experienced, 3 years with firm:	\$12.00 - \$49.86	\$34.52

Employers reported paying other compensation.

#### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	91%	42
Part-Time	9%	24
Temporary/On Call	0%	0
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day; and a *few* (13%) reported Other: as needed.

#### Unionization

Union firms: None Reported

BENEFITS %		Employer Pays All		Share Cost		ee Pays
	FT	PT	FT	PT	FT	PT
Medical	50	19	25	6	6	0
Dental	38	6	31	6	6	0
Vision	44	6	13	0	6	0
Life	25	6	19	0	0	0
Sick	69	13	13	6	0	0
Vacation	63	13	13	6	0	0
Retirement	44	6	25	6	6	0
Child Care	0	0	13	0	0	0
*Other	0	0	0	0	0	0

# **PROMOTIONAL OPPORTUNITIES**

**Many** (56%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Principal, Assistant Principal
- Director, Assistant Dean
- Vice President, Corporate Officer
- Administrator, President
- Assistant Superintendent, Program Manager
- Entry-Intermediate-Master

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:

166.167-026

For more information, see COG #N/A

#### **EMPLOYMENT TRENDS**

Occupation size: Large Projected new jobs: 280 Openings due to separations: 240

Gender: 49% Male 51% Female Projected growth between 1999 - 2006 is faster than average, 22.8%. (Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants. Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

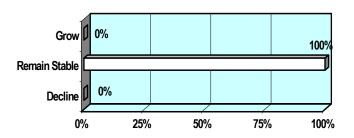
#### **Annual Turnover**

Employers responding to the survey report a 16% annual turnover rate

# Percentage of New Hires in the Last Year

Employees Leaving	67%
New Positions	0%
Promotions	33%
Temporary	0%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



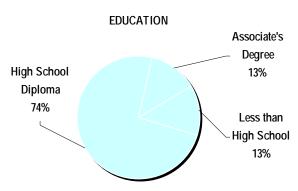
#### PRIMARY RECRUITMENT METHODS

- In-House Promotion or Transfer
- Employee Referrals
- Newspaper Ads

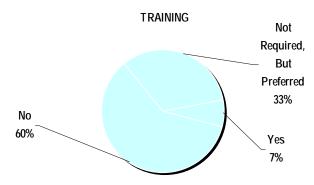
- Child Day Care Services
- Colleges/Professional Universities
- Elementary/Secondary Schools
- Junior College/Technical Institutes
- Schools/Educational Services
- Vocational Schools not High School

Electrical and Electronic Assemblers include assemblers who perform work at a level not requiring a high degree of precision. The occupation includes such occupations as Electronic Wirers, Armature Connectors, Electric Motor Winders, Skein Winders, Carbon Brush Assemblers, Battery and Battery Parts Assemblers, Electric Sign Assemblers, and Electrical and Electronic Subassemblers. **OES Code: 939050** 

# **EMPLOYER REQUIREMENTS**

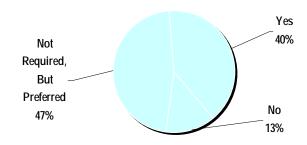


*Most* (74%) employers report that recent new hires have completed their High School Diploma or equivalent.



A *few* (7%) employers report that training is required prior to employment. *Most* (77%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 17 months Specialized Electronics or Assembly class.

#### **EXPERIENCE**



*Many* (40%) employers report that work experience is required. *Some* (30%) employers report that experience in other occupations is accepted. Acceptable work experience: An average of 12 months Component/Frame Assembly, or Manufacturing Environment.

# Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated a	s follows:
The most prevalent obstacle to promotion:	
Lack of available positions	47%
Lack of training	27%
Lack of upgraded skills	13%
Lack of motivation	13%
Training resources used to upgrade skills:	
On-the-Job Training	73%
Community College	33%
Adult Education	13%
Apprenticeship	7%
Workshops	0%
Apprenticeship training program availability	:
No St. St. St.	87%
Yes	13%
Type of employee found through a staffing s	ervice:
None of the Above	47%
Temporary-to-Permanent	40%
Temporary	27%
Seasonal	0%
Project	0%
All of the Above	0%

#### SKILLS NEEDED FOR CAREER ADVANCEMENT

Technical and broad product knowledge, trouble shooting, group leadership, read wiring diagrams, assembly knowledge, electronic training, AA in electronics, and ability to follow instructions.

# **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Tools appropriate for each task.

# **COMPUTER SKILLS SOUGHT:** (5 of 15 firms responding)

Word Processing	20%
Spreadsheet	40%
Database	40%
Other	80%

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

#### WAGES AND OTHER INFORMATION

#### WAGES

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced:	\$ 6.50 - \$11.03 \$ 7.50 - \$14.50	\$ 9.00 \$10.00
Experienced, 3 years with firm:		\$13.00

#### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	89%	40
Part-Time	8%	24
Temporary/On-Call	3%	40

#### Unionization

Union firms 1 of 14 7%

BENEFITS %	Emp Pay:	loyer s All	Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	20	0	67	0	0	0
Dental	20	0	53	0	0	0
Vision	7	0	40	0	0	0
Life	27	0	13	0	20	0
Sick	47	0	20	0	0	0
Vacation	80	7	7	0	0	0
Retirement	40	0	20	0	20	0
Child Care	0	0	0	0	7	0
Other	0	0	7	0	7	0
(ESPP, 401k)						

#### PROMOTIONAL OPPORTUNITIES

*Most* (60%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Assembly Technician
- Electronic Technician
- Foreperson
- Lead Position
- Leadman Assembler
- Supervisor
- Technician
- Tester

Related Dictionary of Occupational Titles (DOT) Code:

720.281-010, 720.281-018, 726.381-014, 729.281-010, 823.361-010

For more information, see COG#47, 34

#### **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 10 Openings due to separations: 20

38% Male 62% Female Projected growth between 1997 – 2004 is slower than average, 6.7% (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

# Degree of Difficulty in Finding Applicants

Experienced: Very difficult. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

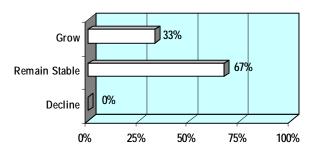
#### **Annual Turnover**

Employers responding to the survey report a (19%) annual turnover

#### Percentage of New Hires in the Last Year

Employees Leaving	34%
New Positions	45%
Promotions	14%
Temporary	8%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



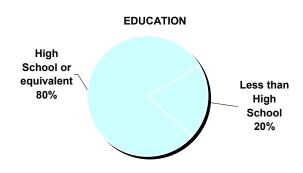
#### PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- **Employment Development Department**

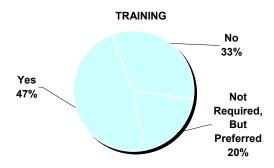
- Electrical & Electronic Repair Shops, N.E.C.
- Electrical Equipment & Wiring Supplies, Wholesale
- Industrial Instruments, Process Control & Related Products
- Lighting Fixtures, Commercial, Industrial & Institutional Electric
- **Printed Circuit Boards**
- Radio & TV Broadcasting & Communications Equipment
- Signs & Advertising Specialties
- Surgical & Medical Instruments & Apparatus
- Transformers, Power, Distribution & Specialty

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. This may include Protective Signal Installers and Repairers and Street Light Servicers. **OES Code: 872020** 

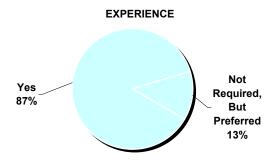
# **EMPLOYER REQUIREMENTS**



Almost all (80%) employers require a High School Diploma.



**Many** (47%) employers report that training is required prior to employment. **Type of training required:** An average of 40 months Electrician Apprentice, Technician, Journeyman, and Electrical Theories. **Many** (53%) employers report that an average of 20 months of training is accepted as a substitute for experience.



**Almost all** (87%) employers report that work experience Averaging 35 months is required. **Some** (21%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 16 months of Cable Installer, Construction, or Helper.

#### SKILL SETS

#### Important Skills for Newly Hired Employees

Installation, repairing, troubleshooting, equipment maintenance, and equipment selection.

#### New Skills

Journey level, common sense, knowledge of electricity, power tools, and hand tools.

#### Important Skills for Career Advancement

People skills, management, small tools, dependability, good work ethic, electrical, mastery of the trade, leadership, organization, dedication, common sense, general mechanical skills, blue print reading, and journeyman electrician.

#### \*Computer Skills

0%
0%
0%
0%
0%

\*Based on employers responding to this question.

#### **Skill Shortages**

High voltage experience.

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

909 Jobs Represented ELECTRICIANS

#### **WAGES AND BENEFITS**

# **WAGES**

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$12.00 - \$22.00	\$15.00
Experienced, 3 years with firm:	\$14.97 - \$25.00	\$25.00

UnionRangeMedianNew hires, no experience:Not ApplicableNot ApplicableNew hires, experienced:\$26.52 - \$40.00\$33.50Experienced, 3 years with firm:\$26.52 - \$45.00\$39.76

Employers reported paying other compensation.

#### **Hours Worked**

% of Employees	Weekly Hours
55%	40
1%	22
44%	40
0%	0
	1% 44%

**Shifts:** *All* (100%) employers reported Day. A *few* (7%) reported Swing and Graveyard, and a *few* (7%) reported Other: on call.

#### Unionization

Union firms: *Many* (53%) employers report that they are union.

BENEFITS %	Employ A	er Pays II	Share Cost Empl			yee Pays All	
	FT	PT	FT	PT	FT	PT	
Medical	73	0	13	0	0	0	
Dental	67	0	13	0	0	0	
Vision	53	0	0	0	7	0	
Life	27	0	0	0	0	0	
Sick	40	0	0	0	0	0	
Vacation	53	7	0	0	0	0	
Retirement	53	0	7	0	0	0	
Child Care	0	0	0	0	0	0	
*Other	0	0	0	0	0	0	
			1		1		

#### PROMOTIONAL OPPORTUNITIES

**Most** (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Foreman, General Foreman
- Project Manager, Journey level
- High Level Engineer, Electrical Supervisor
- Superintendent

#### OTHER INFORMATION

Related **Dictionary of Occupational Titles (DOT) Code:** 601.381-030 726.381-014 726.684-018 823.261-026

For more information, see COG #121

#### **EMPLOYMENT TRENDS**

Occupation size: Large Projected new jobs: 330 Openings due to separations: 240

Gender: 94% Male 6 % Female Projected growth between 1999 - 2006 is faster than average, 21.9%.

(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

#### **Degree of Difficulty in Finding Applicants**

Experienced: Not Difficult. Supply of qualified applicants is

considerably greater than demand. Inexperienced: *Insufficient Data*.

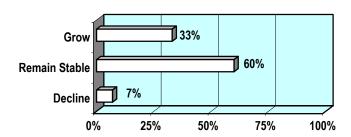
#### **Annual Turnover**

Employers responding to the survey report a 1% annual turnover rate

Percentage of New Hires in the Last Year

Employees Leaving	2%
New Positions	1%
Promotions	1%
Temporary	96%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



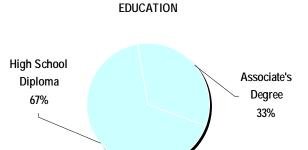
# PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Union Hall Referrals
- Newspaper Ads

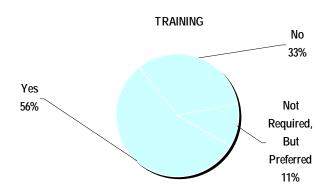
- Electrical Work
- Hotels/Motels

Electronic Home Entertainment Equipment Repairers adjust and repair radio and television receivers, stereo systems, phonographs, tape recorders, video systems, sand other electronic home entertainment equipment. **OES Code: 857080** 

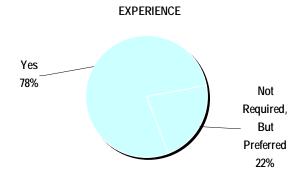
# **EMPLOYER REQUIREMENTS**



*Most* (67%) employers report that recent new hires have completed their high school diploma or equivalent.



*Many* (56%) employers report that training is required prior to employment. *Some* (33%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 16 months Technician Training, Electronics School Associate of Arts degree, or A+ Certification.



*Most* (78%) employers report that work experience is required. *Many* (44%) employers report that experience in other occupations is accepted. Acceptable work experience: An average of 12 months Cable Installer, or Electronics

Key Terms:
All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follow	WS:
The most prevalent obstacle to promotion:	
Lack of available positions	44%
Lack of training	22%
Lack of upgraded skills	22%
Lack of motivation	11%
Training resources used to upgrade skills:	
Workshops	56%
On-the-Job Training	33%
Community College	22%
Adult Education	0%
Other	11%
Apprenticeship training program availability:	
No	56%
Yes	33%
Type of employee found through a staffing service	<b>::</b>
None of the Above	100%
Temporary-to-Permanent	0%
Temporary	0%
Project	0%
Seasonal	0%
All of the Above	0%

#### SKILLS NEEDED FOR CAREER ADVANCEMENT

Electronics, management skills, technical ability, and trouble shooting.

# **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Physically fit, lifting, excellent customer service, people skills, electronics, signal levels amplification, and updated schooling.

# **COMPUTER SKILLS SOUGHT:** (5 of 9 firms responding)

Word Processing	20%
Spreadsheet	20%
Database	80%
Other	40%

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### **Licensing Requirements**

Please refer to Appendix B.

# WAGES AND OTHER INFORMATION

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Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced:	\$ 7.00 - \$ 7.00 \$ 9.00 - \$16.00	\$ 7.00 \$13.00
Experienced, 3 years with firm	\$13.00 - \$19.00	\$15.50

#### **Hours Worked**

	% of Employees	weekly Hours
Full-Time	69%	40
Part-Time	31%	14

#### Unionization

None reported

BENEFITS %		loyer s All	Share	Cost	Empl Pay:	loyee s All
	FT	PT	FT	PT	FT	PT
Medical	56	0	0	0	11	22
Dental	56	0	0	0	11	11
Vision	33	0	0	0	11	11
Life	22	0	0	0	11	0
Sick	67	0	0	0	0	11
Vacation	78	0	0	0	0	0
Retirement	22	0	11	11	0	0
Child Care	11	0	0	0	0	0
Other	0	0	0	0	0	0

# PROMOTIONAL OPPORTUNITIES

**Some** (22%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Technician
- District Services Technician
- Manager

Related Dictionary of Occupational Titles (DOT) Code: 726.381-014

For more information, see COG #N/A

#### **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 0
Openings due to separations: 10

Gender: 96% Male 4% Female
Projected growth between 1997 – 2004 will remain stable.
(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced/Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

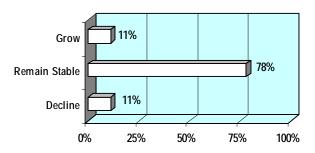
#### **Annual Turnover**

Employers responding to the survey report a (14%) annual turnover rate.

# Percentage of New Hires in the Last Year

Employees Leaving	29%
New Positions	57%
Promotions	14%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



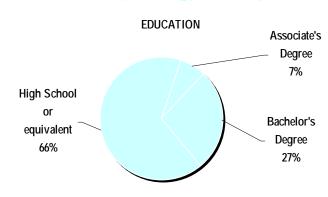
#### PRIMARY RECRUITMENT METHODS

- Employee referrals
- Walk-in applicants
- Colleges/Universities
- Newspaper ads

- Radio, Television & Consumer Electronics Stores
- Radio & TV Repair Shops

Employment Interviewers interview job applicants in an employment office and refer them to prospective employers for consideration. They record and evaluate various pertinent data, search application files, notify selected applicants of job openings, refer qualified applicants to prospective employers, and contact employers to verify referral results and record data. **OES Code: 215080** 

#### **EMPLOYER REQUIREMENTS**



*Most* (66%) employers report that recent new hires have completed their High School Diploma or equivalent.

# Not Required, No 73% Preferred 27%

**No** (0%) employers report that training is required. **Some** (33%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.

# Required, But Preferred 47% No 40%

A *few* (13%) employers report that no experience is required. *Most* (78%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 25 months Human Resources, Technical Work, Recruiting, Retail/Business, Accounting/Finance, Engineering, Supervisory/Administrative Skills, Sales or Management.

Key Terms:
------------

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:	
The most prevalent obstacle to promotion:	
Lack of available positions	36%
Lack of motivation	21%
Lack of upgraded skills	14%
Lack of training	0%
Training resources used to upgrade skills:	
On-the-Job Training	64%
Workshops	50%
Community College	14%
Apprenticeship	7%
Other	7%
Adult Education	0%
Apprenticeship training program availability:	
No S S S	79%
Yes	14%
Torrest and the state of the st	
Type of employee found through a staffing service:	700/
None of the Above	79%
All of the Above	7%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%

#### SKILLS NEEDED FOR CAREER ADVANCEMENT

Performance management, communication, customer service, motivation, problem solving, counseling, financial skills, sales, knowledge of industry, clientele base, professionalism, computer skills and continuing higher education.

#### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Client relations, computer familiarity, latest developments and customer service skills.

#### **COMPUTER SKILLS SOUGHT:** (11 of 15 firms responding)

Word Processing	91%
Spreadsheet	64%
Database	45%
Desktop Publishing	18%
Other	

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### WAGES AND OTHER INFORMATION

#### WAGES

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced:	\$ 8.50 - \$18.70 \$11.51 - \$28.77	\$14.38 \$14.92
Experienced, 3 years with firm:		\$14.92 \$18.00

#### Hours Worked

	% of Employees	Weekly Hours
Full-Time	95%	41
Part-Time	4%	24
Temporary/On-Call	1%	8

#### Unionization

Union firms 1 of 14 7%

BENEFITS %		loyer s All	Share	Cost	Empl Pay:	loyee s All
	FT	PT	FT	PT	FT	PT
Medical	60	7	27	0	7	0
Dental	53	7	20	0	13	0
Vision	47	7	20	0	13	0
Life	40	0	13	0	7	0
Sick	73	7	7	0	7	0
Vacation	80	7	7	0	7	0
Retirement	33	7	27	0	13	0
Child Care	0	0	0	0	7	0
Other	0	0	0	0	7	0
(401k)						

#### PROMOTIONAL OPPORTUNITIES

*Most* (53%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Branch Manager
- Technical Recruiter II. III.
- Sales Representative
- Customer Service Manager
- Senior Staffing Specialist
- Area Manager

# Related Dictionary of Occupational Titles (DOT) Code: 166.267-010

For more information, see COG #38

# **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 40 Openings due to separations: 50

Gender: 35% Male 65% Female Projected growth between 1997 – 2004 is Average, 17.4%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced/Inexperienced: *Very difficult*. Employer demand is considerably greater than the supply of qualified applicants.

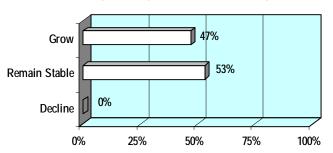
#### **Annual Turnover**

Employers responding to the survey report (35%) annual turnover rate

Percentage of New Hires in the Last Year

Employees Leaving	62%
New Positions	32%
Promotions	6%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



#### PRIMARY RECRUITMENT METHODS

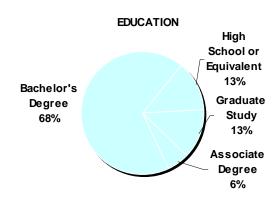
- Internet
- In-house promotion or transfer
- Employee referrals

- Colleges, Community & Technical Institutes
- Help Supply & Employee Leasing Services
- Employment Agencies & Executive Search

# ENGINEERING, MATHEMATICAL, & NATURAL SCIENCES MANAGERS 16 Employers Represented

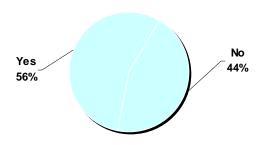
Engineering, Mathematical, and Natural Sciences Managers plan, organize, direct or coordinate activities in such fields as architecture, electronic data processing, engineering, life sciences, physical sciences, statistics and systems analysis. These persons spend the greatest portion of their time in managerial work for which a background consistent with that described for engineers, mathematicians or natural scientists is required. **OES Code: 130170** 

# **EMPLOYER REQUIREMENTS**



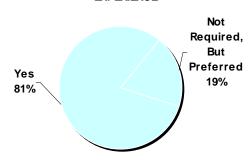
Most (68%) employers require a Bachelor's degree.

#### **TRAINING**



Many (56%) employers report that training is required prior to employment. Type of training required: An average of 45 months Engineering Degree, Computer Software/Hardware, Electrical Engineering/Automotive, Civil Engineering License, Master Engineer and AutoCAD. A few (13%) employers report that an average of 14 months of training is accepted as a substitute for experience.

#### EXPERIENCE



**Almost All** (81%) employers report that work experience averaging 85 months is required. **Some** (27%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 48 months Project Manager, Telecommunications, Technical, Manufacturing and General Manager.

#### **SKILL SETS**

#### **New Skills**

Programming, automotive experience, state structural license, AutoCAD, design codes knowledge and ability to communicate effectively.

#### Important Skills for Career Advancement

Interpersonal, client skills, continuing education, leadership, technical managerial, team player, marketing, accuracy, state license, engineering, good writing and presentation, excellent communication, BS in engineering or chemistry, survey, design, and technical writing skills.

#### \*Computer Skills

Word Processing	69%
Spreadsheet	63%
Database	44%
Desktop Publishing	6%
Other	50%

(Miscellaneous Engineering applications, Soft Desk, Math Soft, AutoCAD, SAP 2000, ETABS)

\*Based on employers responding to this question.

#### Skill Shortages

Interpersonal/client skills, supervisory skills, computer skills, structural engineering experience-especially in the areas of water, waste water and transportation, specific experience in the scientific instrumentation field, communication skills, coordination skills and good work ethic.

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced:	\$14.38 - \$26.47 \$16.78 - \$47.95	\$18.41 \$29.35
Experienced, 3 years with firm	\$21.58 - \$50.00	\$37.40

Employers reported paying other compensation.

#### Hours Worked

	% of Employees	Weekly Hours
Full-Time	93%	41
Part-Time	3%	22
Temporary/On Call	4%	40
Seasonal	0%	0

Shifts: *All* (100%) employers reported Day, a *few* (6%) reported Swing and a *few* (6%) reported Graveyard.

#### Unionization

Union firms None Reported

BENEFITS %		er Pays II	Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	13	0	75	0	0	0
Dental	13	0	56	0	0	0
Vision	13	0	31	0	0	0
Life	19	0	25	0	6	0
Sick	75	13	13	0	0	0
Vacation	81	6	6	0	0	0
Retirement	56	13	31	0	0	0
Child Care	6	0	0	0	0	0
Other	6	0	13	0	0	0

#### PROMOTIONAL OPPORTUNITIES

**Almost all** (81%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Project Director
- Senior Engineer
- Director of Operations
- Division Manager

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 003.167-034 003.167-070 005.167-022 007.167-014 008.167-010 010.161-014 010.167-018 011.167-010 012.167-058 012.167-062 018.167-022 019.167-014

For more information, see COG #N/A

# **EMPLOYMENT TRENDS**

Occupation size: Large
Projected new jobs: 410
Openings due to separations: 170

Gender: 88% Male 12% Female Projected growth between 1997 – 2004 is much faster than average, 32.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

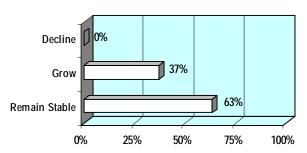
# **Annual Turnover**

Employers responding to the survey report a (13%) annual turnover rate.

#### Percentage of New Hires in the Last Year

Employees Leaving	35%
New Positions	56%
Promotions	6%
Temporary	3%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



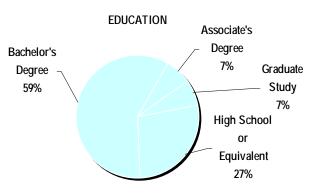
# PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- In-House Promotion or Transfer

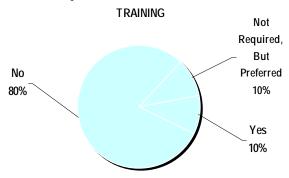
- Architectural Services
- Communications Equipment, N.E.C.
- Engineering services
- Laboratory Analytical Instruments
- Metal Plating, Electroplating, Polishing & Anodizing
- Research & Development, Physical & Biological
- Search, Detection, Navigation Guidance, Aeronautical & Nautical Systems & Instruments

General managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. Does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise. OES Code: 190050

# **EMPLOYER REQUIREMENTS**

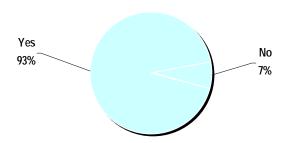


Many (59%) employers report that recent new hires have completed their Bachelor's Degree.



A few (10%) employers report that training is required prior to employment. No (0%) employers report that training is accepted as a substitute for experience. Type of training required: An average of 12 months Civil Engineering, or Construction.

#### **EXPERIENCE**



Almost all (93%) employers report that work experience is required. Many (50%) employers report that experience in other occupations is accepted. Acceptable work experience: An average of 43 months Construction, Engineering, Banking, Auto Body Shop Manager, Human Resources, Psychology, Accounting, or Construction.

Key Terms:
All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:	
The most prevalent obstacle to promotion:	
Lack of available positions	70%
Lack of motivation	20%
Lack of upgraded skills	10%
Lack of training	0%
Training resources used to upgrade skills:	
On-the-Job Training	50%
Workshops	50%
Adult Education	0%
Community College	0%
Apprenticeship	0%
Apprenticeship training program availability:	
No	70%
Yes	20%
Type of employee found through a staffing convice.	
Type of employee found through a staffing service:  None of the Above	80%
110110 01 1110 1 1100 10	80% 10%
Project	10% 0%
Temporary	0.0
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

#### SKILLS NEEDED FOR CAREER ADVANCEMENT

Effective communication skills, logical decision making, supervision of people, sales ability, leadership, generate new business, and financial success.

#### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Hands on abilities, communication skills, spreadsheet and word processing software, budgeting, fundraising, and people management.

#### **COMPUTER SKILLS SOUGHT:** (12 of 16 firms responding)

Word Processing	75%
Spreadsheet	75%
Database	42%
Desktop Publishing	17%
Other	

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### WAGES AND OTHER INFORMATION

#### WAGES

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient	Data
New hires, experienced:	\$11.51 – \$57.53	\$23.97
Experienced, 3 years with firm:	\$14.38 - \$60.22	\$28.77

#### Hours Worked

	% of Employees	Weekly Hours
Full-Time	100%	49

# Unionization

None reported.

BENEFITS %	Employer Share Cost Pays All		Employee Pays All			
	FT	PT	FT	PT	FT	PT
Medical	20	0	73	0	7	0
Dental	20	0	53	0	13	0
Vision	0	0	47	0	13	0
Life	60	0	20	0	13	0
Sick	73	0	7	0	0	0
Vacation	80	0	7	0	0	0
Retirement	27	0	67	0	7	0
Child Care	0	0	7	0	13	0
Other	33	0	0	0	20	0
(Profit sharing, company car, product discount, LTD)						

#### PROMOTIONAL OPPORTUNITIES

*Most* (60%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Area Manager
- District manager
- Regional Director Operations
- Vice President/Executive Vice President
- President/CEO

# Related Dictionary of Occupational Titles (DOT) Code: N/A

For more information, see COG #N/A

# **EMPLOYMENT TRENDS**

Occupation size: Very Large Projected new jobs: 1440 Openings due to separations: 1030

Gender: 72% Male 28% Female

Projected growth between 1997 – 2004 is average, 17.9%

(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

# Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

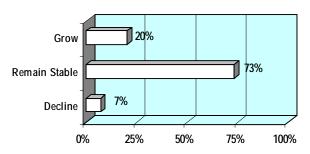
#### **Annual Turnover**

Employers responding to the survey report a (24%) annual turnover rate

#### Percentage of New Hires in the Last Year

Employees Leaving	33%
New Positions	33%
Promotions	33%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



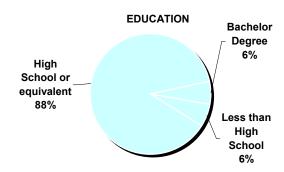
#### PRIMARY RECRUITMENT METHODS

- In-house promotion or transfer
- Employee referrals
- Newspaper ads

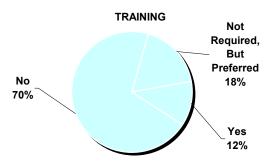
- Advertising, N.E.C.
- Auto Body, Paint & Upholstery Repair Shops
- Building Cleaning & Maintenance Services, N.E.C.
- Contractors, General, Other Nonresidential Buildings
- Contractors, General, Single-Family Residential
- Contractors, Special Trade, N.E.C.
- Health Practitioners, Offices & Clinics, N.E.C.
- Help Supply & Employee Leasing Services
- Insurance Agents, Brokers & Services
- Legal Services
- Motor Vehicle Dealers, New & Used
- Petroleum Refining
- Physical Fitness Facilities
- Social Services, Individual & Family

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined. **OES Code:** 553470

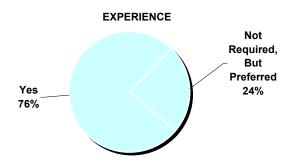
#### **EMPLOYER REQUIREMENTS**



Almost all (88%) employers require a High School Diploma.



A **few** (12%) employers report that training is required prior to employment. **Type of training required:** An average of 9 months College, ICD-9 Coding, Word Processing, Secretary and General Office. **Many** (47%) employers report that an average of 7 months of training is accepted as a substitute for experience.



**Most** (76%) employers report that work experience averaging 14 months is required. **Almost all** (82%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 12 months of Dispatching, Personal Contact, School Office, Customer Service, Office Experience, Courtesy Clerk, Secretary, Administrative, or any Support Staff.

#### **SKILL SETS**

#### Important Skills for Newly Hired Employees

Reading comprehension, speaking, information organization, writing, and active listening.

#### **New Skills**

Typing certificate, bookkeeping, attention to detail, experience working with diverse ethnic populations, processing checks and credit cards, accounting, and customer service.

#### Important Skills for Career Advancement

Supervisory, mathematics, computer, bookkeeping, technical, organization, dispatching, education, people skills, typing, produce codes, customer service, MBA, professional development, desire to learn, and hard work.

# **Computer Skills**

Word Processing	88%
Spreadsheet	65%
Database	53%
Desktop Publishing	29%
Other	18%
(SASI, IBM Registers, American	Contractor)

<sup>\*</sup>Based on employers responding to this question.

# **Skill Shortages**

Communication, computer knowledge, telephone speaking ability, and organization.

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

#### **WAGES**

Non-Union/Union	<u>Range</u>	<u>Median</u>
	\$ 8.00 - \$12.00	\$ 9.50
, . ,	\$ 8.50 - \$14.00	\$11.00
Experienced, 3 years with firm:	\$ 9.30 - \$18.00	\$13.00

Employers reported paying other compensation.

#### **Hours Worked**

	% of Employees	Weekly Hour
Full-Time	78%	40
Part-Time	11%	22
Temporary/On Call	9%	39
Seasonal	2%	37

**Shifts:** *All* (100%) employers reported Day. A *few* (6%) reported Swing, and a *few* (6%) reported Other: 9/80, 4/10, 10/80, and flex.

#### Unionization

Union firms: A few (18%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	44	6	25	25	6	0
Dental	44	6	25	25	6	0
Vision	19	0	31	25	6	0
Life	44	19	13	13	6	0
Sick	50	19	25	19	0	0
Vacation	44	19	25	19	0	0
Retirement	38	6	25	19	6	0
Child Care	6	0	0	0	0	0
*Other	6	0	0	0	0	0
*Tuition reduction, and cafeteria plan						

#### PROMOTIONAL OPPORTUNITIES

**Almost all** (82%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Clerk, Clerk Specialist
- Student Accounts, Administrative Assistant
- Business Manager, Payables Clerk
- Assistant Program Coordinator, Food Clerk
- Client Service Representative, Billing
- Account Clerk II, Payroll Clerk
- · Code Enforcement Analyst, Counselor

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 203.362-010 237.367-038 206.387-034 245.362-014

For more information, see COG #295

# **EMPLOYMENT TRENDS**

Occupation size: Very Large
Projected new jobs: 1060
Openings due to separations: 1910

Gender: 10% Male 90% Female Projected growth between 1999 - 2006 is slower than average, 11.5%.

(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

#### **Degree of Difficulty in Finding Applicants**

Experienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants. Inexperienced: *Not Difficult*. Supply of qualified applicants is considerably greater than demand.

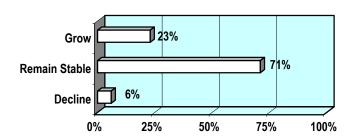
#### **Annual Turnover**

Employers responding to the survey report a 17% annual turnover rate.

#### Percentage of New Hires in the Last Year

Employees Leaving	7%
New Position	46%
Promotions	46%
Temporary	1%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



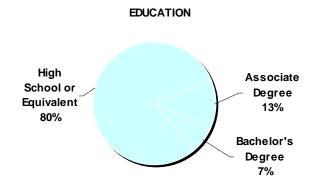
#### PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- Employee Referrals
- Internet

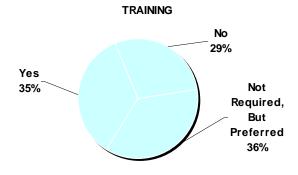
- College/Professional/University
- Elementary/Secondary Schools
- Executive/Legislative Offices
- Grocery Stores
- Help Supply Services
- Home Health Care Services
- Individual/Family Social Services
- Plumbing/Heating/Air-Conditioning

Graphic Designers create original artwork using computer layout and design to visually enhance a product, concept, or message. Graphic Designers work closely with Project Managers in advertising and marketing departments. **OES Code: 141061998** 

#### **EMPLOYER REQUIREMENTS**

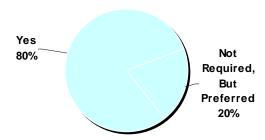


Almost all (80%) employers require a High School Diploma.



**Some** (35%) employers report that training is required prior to employment.. **Type of training required**: An average of 24 months Graphic Artist, Software Programs, Graphic Arts School, Pre-Press, Acrobat PDF, PhotoShop, Computer Design Programs, trouble shooting, Art, Computers, Printing, Graphic Design and in-house Art Director. **Some** (27%) employers report that an average of 10 months of training is accepted as a substitute for experience.

#### **EXPERIENCE**



**Almost all** (80%) employers report that work experience averaging 26 months is required. **Many** (40%) employers report that experience in other occupations is accepted. **Other acceptable work experience**: An average of 29 months Graphic Arts, Printing Industry, General Printing Knowledge and Print Director.

#### **SKILL SETS**

#### New Skills

Direct to plate technology, stripping plates, refresh, system, separations for textile printing, good computer knowledge, printing knowledge and personable skills.

#### Important Skills for Career Advancement

Leadership abilities, computer programs, computer network, management skills, newspaper design, supervision, time management and delegation.

# \*Computer Skills

Word Processing	36%
Spreadsheet	7%
Database	14%
Desktop Publishing	64%
Other	71%

(Filemaker Pro, Digital, Quark Xpress, MultiAD-C, PhotoShop, Adobe Illustrator, Freehand, Dream weaver, PC, Mac, Corel Draw, Flight Check.)

\*Based on employers responding to this question.

#### **Skill Shortages**

Memory, pre-press knowledge, software knowledge, responsibility and dependability, accuracy, knowledge of printing requirements, and knowledge of Quark Xpress.

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

WAG	E	S	

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$10.00 - \$21.58	\$15.00
Experienced, 3 years with firm:	\$13.00 - \$25.21	\$18.00

#### Hours Worked

	% of Employees	Weekly Hours
Full-Time	69%	40
Part-Time	20%	24
Temporary/On Call	11%	24
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day, a *few* (7%) reported Swing and a *few* (7%) reported Graveyard.

#### Unionization

Union firms None Reported

BENEFITS %	Employ A	er Pays II	Share	Cost	Employ A	ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	43	0	43	14	0	0
Dental	43	0	36	14	7	0
Vision	29	0	14	14	7	0
Life	29	7	14	0	7	0
Sick	64	7	0	0	0	0
Vacation	93	7	0	0	0	0
Retirement	36	0	36	7	7	0
Child Care	0	0	0	0	0	0
Other	0	0	0	0	0	0

#### PROMOTIONAL OPPORTUNITIES

*Many* (40%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead, Supervisor, Manager
- Art Director
- Department Manager
- Operations Manager

#### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 141.061-018

For more information, see COG #2006

# **EMPLOYMENT TRENDS**

Occupation size:
Projected new jobs:
Openings due to separations:
Data Not Available
Data Not Available

Gender: 36% Male 64% Female

Projected growth between 1997 – 2004 Data Not Available (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

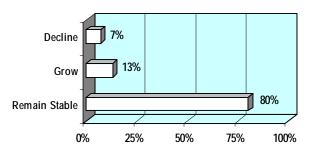
#### **Annual Turnover**

Employers responding to the survey report a (46%) annual turnover rate

# Percentage of New Hires in the Last Year

Employees Leaving	46%
New Positions	34%
Promotions	10%
Temporary	10%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



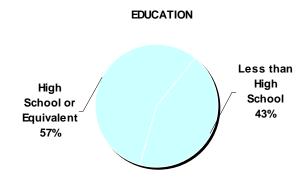
#### PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- Internet

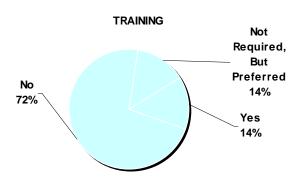
- Advertising Agencies
- Advertising services, Direct Mail
- Art & Graphic Design, Commercial
- Newspaper Publishing & Printing
- Printing, Commercial Lithographic
- Printing, Commercial, N.E.C.

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules, they guard property against fire, theft, vandalism, and illegal entry, they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds. **OES Code:** 630470

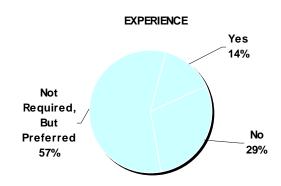
#### **EMPLOYER REQUIREMENTS**



Many (57%) employers require a High School Diploma.



A *few* (14%) employers report that training is required prior to employment. **Type of training required**: An average of 12 months Security Guard Training, City College, and Licensed to carry weapon. *Most* (60%) employers report that an average of 13 months of training is accepted as a substitute for experience.



A *few* (14%) employers report that work experience averaging 10 months is required. *Most* (75%) employers report that experience in other occupations is accepted. Other acceptable work experience: An average of 10 months Police, Military and Loss Prevention.

# **SKILL SETS**

#### **New Skills**

First aid, CPR training, good verbal communication, and physical fitness

# Important Skills for Career Advancement

Writing, verbal, abstract reasoning, supervisory and customer service skills, computer, college coursework, and management.

#### \*Computer Skills

Word Processing	100%
Spreadsheet	25%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

# **Skill Shortages**

Computer skills, writing skills, punctuality, attendance, and dependability.

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

#### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$10.00	\$10.00
New hires, experienced:	\$ 8.50 - \$16.00	\$10.28
Experienced, 3 years with firm.	\$ 10.00 - \$16.00	\$11.87

Union	<u>Range</u>	Median
New hires, no experience:	\$ 9.01 - \$13.50	\$ 9.50
New hires, experienced:	\$10.00 - \$13.50	\$10.01
Experienced, 3 years with firm:	\$10.01 - \$15.00	\$11.00

Employers reported paying other compensation.

#### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	84%	40
Part-Time	15%	28
Temporary/On Call	1%	16
Seasonal	0%	0

Shifts: *Almost all* (86%) employers reported Day; *all* (100%) reported Swing; and *most* (71%) reported Graveyard.

#### Unionization

Union firms: *Many* (43%) employers report that they are union.

BENEFITS %		er Pays II	Share	Cost		ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	57	0	29	0	0	0
Dental	43	0	43	0	0	0
Vision	29	0	57	0	0	0
Life	57	0	29	0	0	0
Sick	57	0	14	0	0	0
Vacation	57	0	29	0	0	0
Retirement	0	0	57	0	0	0
Child Care	0	0	0	0	0	0
Other	14	0	0	0	0	0
Uniforms and cleaning						

# PROMOTIONAL OPPORTUNITIES

**Almost all** (86%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead Specialist
- Loss Prevention Supervisor
- Sergeant, Lieutenant
- Project Manager

#### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 372.563-010 372.567-010 372.667-010 372.667-014 372.667-030 372.667-034 372.667-038 376.667-010

For more information, see COG #75

# **EMPLOYMENT TRENDS**

Occupation size: large
Projected new jobs: 330
Openings due to separations: 360

Gender: 84% Male 16% Female Projected growth between 1997 – 2004 is average, 18.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

# Degree of Difficulty in Finding Applicants

Experienced: Insufficient Data.

Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

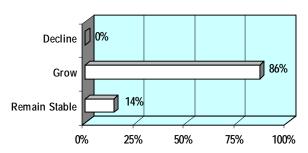
#### **Annual Turnover**

Employers responding to the survey report a (17%) annual turnover rate.

# Percentage of New Hires in the Last Year

Employees Leaving	42%
New Positions	21%
Promotions	12%
Temporary	25%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



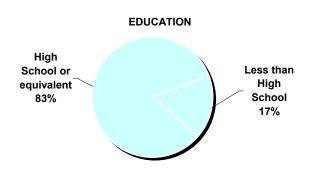
#### PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- Colleges/Universities
- In-house promotion or transfer
- Walk-in applicants
- Internet

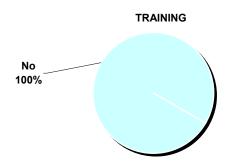
- Detective, Guard and Armored Car Services
- Drinking Places Alcohol Beverages
- Hotels and Motels
- Restaurants, Caterers and Eating Places

Hand Packers and Packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training. **OES Code: 989020** 

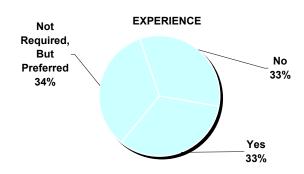
#### **EMPLOYER REQUIREMENTS**



Almost all (83%) employers require a High School Diploma.



**All** (100%) employers report that training is not required prior to employment. **Many** (50%) employers report that an average of 3 months of training is accepted as a substitute for experience.



**Some** (33%) employers report that work experience averaging 11 months is required. **Most** (75%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 3 months of Packing, any Mailing Experience, Warehousing, or Equipment Operations.

#### **SKILL SETS**

#### Important Skills for Newly Hired Employees

Operation and control, reading comprehension, problem identification, product inspection, equipment selection, monitoring, and writing.

#### **New Skills**

Cutting knowledge, desire to succeed, initiative, pallet jack operation, and forklift.

#### Important Skills for Career Advancement

Communication, organization, seniority, people skills, industry knowledge, hazardous material, strength, and stamina.

#### \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%
*Based on employers responding to this question	

# **Skill Shortages**

None reported.

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

**Kev Terms:** 

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

# HAND PACKERS AND PACKAGERS

#### **WAGES AND BENEFITS**

#### **WAGES**

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$ 8.34	\$ 8.05
New hires, experienced:	\$ 8.00 - \$12.00	\$ 9.63
Experienced, 3 years with firm:	: \$ 8.10 - \$18.00	\$12.93

Employers reported paying other compensation.

#### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	45%	39
Part-Time	50%	17
Temporary/On Call	5%	40
Seasonal	0%	0

**Shifts:** *Almost All* (83%) employers reported Day. *Most* (67%) reported Swing, *Some* (33%) reported Graveyard.

#### Unionization

Union firms: **Some** (33%) employers report that they are union.

BENEFITS %	Employ A	•	Share Cost		ost Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	33	17	33	17	0	0
Dental	33	17	17	17	0	0
Vision	33	17	17	17	0	0
Life	33	17	17	0	0	17
Sick	33	33	17	0	0	0
Vacation	33	33	17	0	0	0
Retirement	33	33	33	0	0	0
Child Care	0	0	0	0	0	0
*Other	0	0	0	0	0	0

#### **PROMOTIONAL OPPORTUNITIES**

**Almost all** (83%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Team Leader, Organizational
- Front End Cashier, Store Director
- Supervision, Management
- Communication, Driver/Mover

# **OTHER INFORMATION**

Related **Dictionary of Occupational Titles (DOT) Code:** 502.381-010 520.687-018 529.687-186 575.684-042

For more information, see COG #N/A

#### **EMPLOYMENT TRENDS**

Occupation size: Very Large Projected new jobs: 790
Openings due to separations: 460

Gender: 81% Male 19% Female
Projected growth between 1999 - 2006 is much faster than average,
35.1%. (Average growth between 1999 - 2006 of all nonagricultural occupations in
Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced: Insufficient Data.

Inexperienced: Not Difficult. Supply of qualified applicants is

considerably greater than demand.

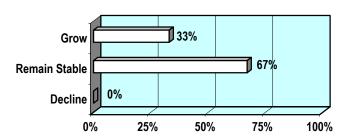
#### **Annual Turnover**

Employers responding to the survey report a 41% annual turnover rate.

# Percentage of New Hires in the Last Year

Employees Leaving	77%
New Positions	
Promotions	12%
Temporary	0%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



#### PRIMARY RECRUITMENT METHODS

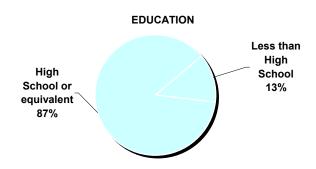
- Employee Referrals
- Newspaper Ads
- Walk-In Applicants

- Farm Supplies
- Grocery Stores
- Local Trucking without Storage

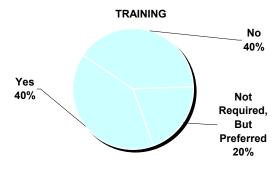
Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems.

OES Code: 859020

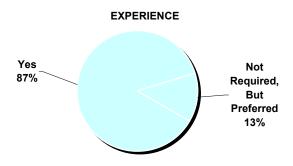
#### **EMPLOYER REQUIREMENTS**



Almost all (87%) employers require a High School Diploma.



**Many** (40%) employers report that training is required prior to employment. **Type of training required:** An average of 16 months Technical and Vocational. **Many** (40%) employers report that an average of 8 months of training is accepted as a substitute for experience.



**Almost all** (87%) employers report that work experience Averaging 24 months is required. **Many** (40%) employees report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 11 months of Electrician, Construction, Project Manager, Service Technician, Plumber, and Vehicle Mechanic.

#### SKILL SETS

#### Important Skills for Newly Hired Employees

Installation, troubleshooting, equipment maintenance, and repairing.

#### **New Skills**

Communication, understanding and carrying out instructions, good DMV driving record, and responsibility.

#### Important Skills for Career Advancement

Mechanically inclined, organization, HVAC experience, installing, people skills, customer service, leadership, prioritizing, strong communication, technical, blueprint reading, schematics, inspection, ability to lift at least 25 lbs., sheet metal work, and appliance knowledge.

# \*Computer Skills

Word Processing	100%
Spreadsheet	67%
Database	67%
Desktop Publishing	0%
Other	33%

(Dispatching Bottom Line)

\*Based on employers responding to this question.

#### Skill Shortages

Handwriting, and English language.

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

**Key Terms:** 

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

# **MECHANICS & INSTALLERS**

#### **WAGES AND BENEFITS**

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$12.00 - \$21.58	\$18.00

Experienced, 3 years with firm: \$14.97 - \$30.00 \$20.00

Insufficient Data Insufficient Data New hires, no experience: New hires, experienced: \$15.00 - \$30.00 \$21.00 Experienced, 3 years with firm: \$20.00 - \$46.80 \$31.50

Range

Median

Employers reported paying other compensation.

#### **Hours Worked**

Union

	% of Employees	Weekly Hours
Full-Time	96%	40
Part-Time	3%	15
Temporary/On Call	1%	40
Seasonal	0%	0

Shifts: All (100 %) employers reported Day. A few (7%) reported Swing, and a few (13%) reported Other: on call 24 hours a day and 7AM - 7PM.

#### Unionization

Union firms: **Some** (27%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	60	0	27	0	13	0
Dental	40	0	27	0	13	0
Vision	40	0	20	0	0	0
Life	27	0	20	0	13	0
Sick	40	0	7	0	0	0
Vacation	60	0	20	0	7	0
Retirement	40	0	33	0	13	0
Child Care	0	0	0	0	0	0
*Other	0	0	0	0	0	0

#### PROMOTIONAL OPPORTUNITIES

Almost all (87%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Service Coordinator, Senior Engineer
- Manager/Supervisor-Project or Field

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 804.281-010 804.281-014 862.381-030 862.381-034 862.681-010 950.382-026

For more information, see COG # 32

#### **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 120 Openings due to separations: 70

Gender: 94% Male 6% Female Projected growth between 1999 - 2006 is faster than average, 25.5%.

(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### SUPPLY AND DEMAND

# **Degree of Difficulty in Finding Applicants**

Experienced: Very Difficult. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: Very Difficult. Employer demand is considerably greater than supply of qualified applicants.

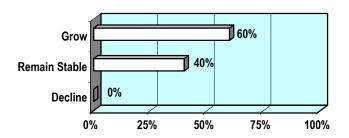
#### Annual Turnover

Employers responding to the survey report a 12% annual turnover rate.

#### Percentage of New Hires in the Last Year

Employees Leaving	49%
New Positions	27%
Promotions	14%
Temporary	11%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



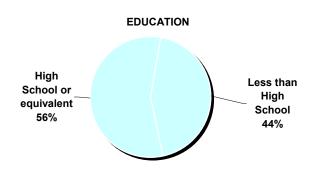
#### PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- **Employee Referrals**
- Walk-In Applicants

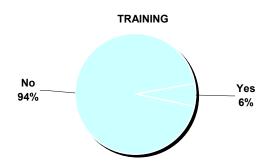
- Electrical/Electronic Repair
- Hotels/Motels
- Junior College/Technical Institutes •
- Plumbing/Heating/Air Conditioning
- Refrigeration/Air Conditioning

Carpenters Helpers and Related Workers help Carpenters or carpentry related craft workers by performing duties of lesser skill. Their duties include supplying or holding materials or tools and cleaning work area and equipment. Does not include apprentice workers or construction or maintenance laborers who do not primarily assist Carpenters or carpentry related craft workers. **OES Code: 983120** 

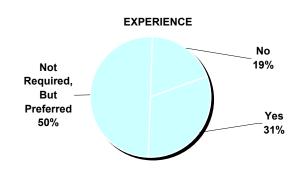
# **EMPLOYER REQUIREMENTS**



Many (56%) employers require a High School Diploma.



A **few** (6%) employers report that training is required prior to employment. **Type of training required:** An average of 24 months Apprenticeship Program. **Many** (54%) employers report that an average of 9 months of training is accepted as a substitute for experience.



**Some** (31%) employers report that work experience averaging 8 months is required. *Many* (54%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 11 months of Construction, Cabinet Installer, Plumbing, Electrical, or Labor.

#### **SKILL SETS**

#### Important Skills for Newly Hired Employees

Reliable transportation, willingness to work, respect for job site and fellow employees, active listening, repairing ,management of material resources, coordination, information organization, installation, clean driver's record, English language skills, good attendance, equipment selection, and mathematics.

#### **New Skills**

Good Attitude, maturity, good ethics, pest knowledge, and basic carpentry.

#### Important Skills for Career Advancement

Respond to training, communication, aptitude, initiative, willingness to learn, building knowledge, ability to follow directions, carpentry skills, painting, plumbing, ability to read blue prints, people skills, job knowledge, problem solving ability, leadership, thorough work habits, neat work, critical thinking, organization, and tool knowledge.

#### \*Computer Skills

Word Processing	100%
Spreadsheet	0%
Database	100%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

#### **Skill Shortages**

Attitude, respect, English, sobriety, responsibility, maturity, following directions, physical ability, consistency, and dependability.

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

**Key Terms:** 

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

# **HELPERS - CARPENTERS AND RELATED**

#### **WAGES AND BENEFITS**

WAGES Non-Union/Union	Range	<u>Median</u>
	\$ 7.00 - \$10. \$ 8.00 - \$16. \$ 9.00 - \$20.	00 \$11.50

Employers reported paying other compensation.

#### **Hours Worked**

	% of Employees	Weekly Hours	
Full-Time	99%	39	
Part-Time	1%	35	
Temporary/On Call	0 %	0	
Seasonal	0%	0	

Shifts: All (100%) employers reported Day.

#### Unionization

Union firms: A few (6%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	38	0	44	6	6	0
Dental	19	0	38	6	6	0
Vision	13	0	25	6	13	0
Life	0	0	6	0	6	0
Sick	13	0	0	0	0	0
Vacation	56	0	0	0	0	0
Retirement	31	0	13	0	13	0
Child Care	0	0	0	0	6	0
*Other	6	0	6	0	0	0
*Vehicle, 401K						

#### PROMOTIONAL OPPORTUNITIES

**Almost all** (94%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Carpenter Apprentice
- Journey Level
- Foreman
- Purchaser
- Technician
- Lead Installer

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 860.381-022 860.381-042

For more information, see COG #N/A

#### **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 120 Openings due to separations: 170

Gender: 99% Male 1% Female
Projected growth between 1999 - 2006 is faster than average, 26.1%.
(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra
Costa County is projected to be 18%)

#### SUPPLY AND DEMAND

# **Degree of Difficulty in Finding Applicants**

Experienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

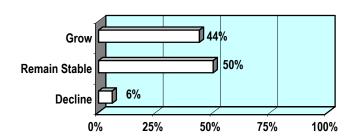
#### **Annual Turnover**

Employers responding to the survey report a 45% annual turnover rate

#### Percentage of New Hires in the Last Year

Employees Leaving	43%
New Positions	28%
Promotions	28%
Temporary	2%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



# PRIMARY RECRUITMENT METHODS

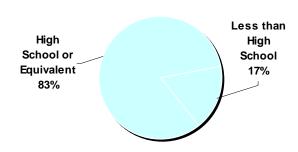
- Employee Referrals
- Newspaper Ads
- Walk-In Applicants

- Carpentry Work
- General Residential Building
- General Single Family Houses

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Does not include Nursing Aides and Homemakers. **OES Code: 660110** 

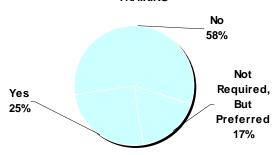
# **EMPLOYER REQUIREMENTS**





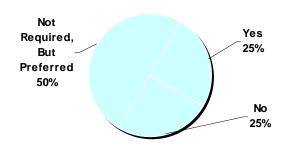
Almost all (83%) employers require a High School Diploma.

#### **TRAINING**



**Some** (25%) employers report that training is required prior to employment. **Type of training required**: An average of 5 months HHA Certificate, Home Health Aide or CNA. **Most** (78%) employers report that an average of 4 months training is accepted as a substitute for experience.

#### **EXPERIENCE**



**Some** (25%) employers report that work experience averaging 7 months is required. **Many** (56%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 5 months Day Program, Teaching, Childcare, CNA, Elder Care or Medical Assistant.

# **SKILL SETS**

#### **New Skills**

Elder care, knowledge of medications, behavior issues education, speak/understand English and reliable.

#### Important Skills for Career Advancement

Education, experience, communication, motivation, completing work correctly, knowledge of assignments, degree in social work, completion of college training program, organization, good attendance, satisfaction, administrator's certificate, customer service and human resources.

#### \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

#### Skill Shortages

Reliability, good work ethic, commitment, ability to communicate in English, knowledge of exercises and personal care skills.

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

# Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$6.67 - \$10.00	\$ 9.00
New hires, experienced:	\$7.50 - \$10.00	\$10.00
Experienced, 3 years with firm:	\$7.50 - \$12.00	\$10.63

Employers reported paying other compensation.

#### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	29%	38
Part-Time	42%	10
Temporary/On Call	28%	14
Seasonal	1%	5

Shifts: *Almost all* (92%) employers reported Day, *most* (75%) reported Swing, *most* (75%) reported Graveyard and *most* (67%) reported Other: on call, daily live-in 24 hour and weekends.

# Unionization

Union firms None Reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	33	8	25	17	0	8
Dental	33	0	17	17	0	8
Vision	17	0	8	8	0	0
Life	17	0	8	17	0	8
Sick	42	17	8	8	0	0
Vacation	50	25	8	8	0	0
Retirement	8	8	33	17	8	25
Child Care	0	0	0	0	0	0
Other	8	0	8	0	0	0
401 K, Cafeteria plans						

#### PROMOTIONAL OPPORTUNITIES

*Many* (58%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Assistant Supervisor
- Medical Supervisor
- Care Manager
- Scheduler

# OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 354.377-014

For more information, see COG #461

#### **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 160 Openings due to separations: 40

Gender: 8% Male 92% Female Projected growth between 1997 – 2004 is much faster than average, 42.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced: Very Difficult. Employer demand is considerably

greater than the supply of qualified applicants.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

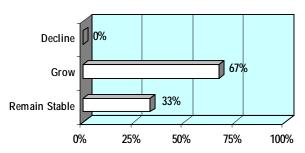
#### **Annual Turnover**

Employers responding to the survey report a (17%) annual turnover rate.

# Percentage of New Hires in the Last Year

Employees Leaving	20%
New Positions	35%
Promotions	4%
Temporary	41%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



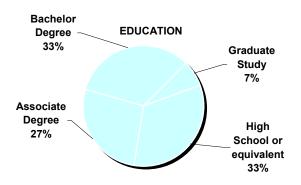
# PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- Employee Referrals
- School, Program Referrals

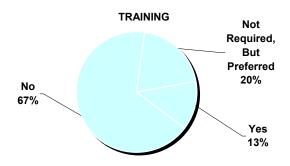
- Colleges, Community and Technical Institutes
- Help Supply & Employee Leasing Services
- Home Health Care Services
- Nursing & Personal Care Facilities, N.E.C.
- Residential Care

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. **OES Code: 273080** 

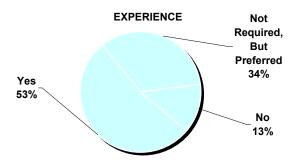
#### **EMPLOYER REQUIREMENTS**



Some (33%) employers require a High School Diploma.



A **few** (13%) employers report that training is required prior to employment. **Type of training required:** An average of 18 months Services, CPR, Early Childhood Education, Case Manager, and Prevention. **Most** (69%) employers report that an average of 10 months of training is accepted as a substitute for experience.



**Many** (53%) employers report that work experience averaging 11 months is required. **Most** (67%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 25 months of Nursing, Social Services, Retail, Fast Food, Health Services, Crisis Counselor, Education, Teaching, and Child Care.

#### **SKILL SETS**

#### Important Skills for Newly Hired Employees

Service orientation, problem identification, active listening, social perceptiveness, speaking, and patience.

#### New Skills

Group facilitation, speaking to large groups, knowledge of current technology, writing, grammar, spelling, good phone manner, understanding of family dynamics, and psychotherapy.

#### Important Skills for Career Advancement

Leadership, punctuality, responsibility, reliability, communication, active listening, ability to get along with others, understanding licensing laws, public speaking, analytical, computer literate, BS degree in Child Development, business skills, listening skills, human resource skills, writing, leadership, and organization.

#### \*Computer Skills

Word Processing	100%
Spreadsheet	67%
Database	67%
Desktop Publishing	0%
Other	0%

<sup>\*</sup>Based on employers responding to this question.

#### **Skill Shortages**

Language, diligence in follow-up, writing, processing paperwork, documentation, understanding health care, charting and planning, spelling, grammar, good judgment, consideration, kindness, and thoughtfulness.

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

WAGES Non-Union	Range	<u>Median</u>
New hires, no experience: New hires, experienced: Experienced, 3 years with firm:	\$ 8.50 - \$15.89 6.90 - \$22.00 6.90 - \$24.00	\$11.00 \$14.86 \$17.00

Employers reported paying other compensation.

#### **Hours Worked**

# % of Employees Weekly Hours

Full-Time	85%	38
Part-Time	15%	23
Temporary/On Call	0 %	0
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day. *Some* (33%) reported Swing, a *few* (13%) reported Graveyard, and a *few* (13%) reported Other: evenings and weekends.

#### Unionization

Union firms: None Reported

BENEFITS %	Employ A	er Pays II	Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	87	13	13	7	0	0
Dental	80	13	13	0	0	0
Vision	60	7	7	0	7	0
Life	60	13	0	0	7	0
Sick	93	20	7	7	0	0
Vacation	93	20	7	7	0	0
Retirement	53	7	27	13	7	0
Child Care	0	0	0	0	0	0
*Other	0	0	0	0	0	0

# **PROMOTIONAL OPPORTUNITIES**

**Almost All** (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor, Team Leader
- Manager, Administrator
- Director of Quality & Compliance, Lead
- Support Services Coordinator, Assistant Manager
- Program Director, Regional Manager

#### OTHER INFORMATION

Related **Dictionary of Occupational Titles (DOT) Code**: 195.107-014 195.107-010 198.227-014 187.167-238 045.107-010 045.107-042

For more information, see COG #564

#### **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 160 Openings due to separations: 80

Gender: 26% Male 74% Female Projected growth between 1999 - 2006 is much faster than average, 43.2%.

(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

#### **Degree of Difficulty in Finding Applicants**

Experienced: **Very Difficult.** Employer demand is considerably greater than the supply of qualified applicants.

Inexperienced: **Very Difficult.** Employer demand is considerably greater than the supply of qualified applicants.

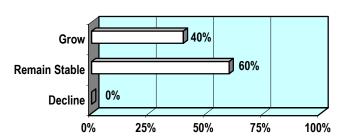
#### **Annual Turnover**

Employers responding to the survey report a 31% annual turnover rate.

# Percentage of New Hires in the Last Year

Employees Leaving	62%
New Positions	30%
Promotions	9%
Temporary	0%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



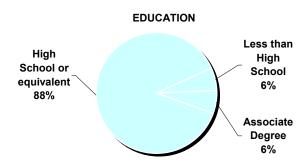
# PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- Internet
- Employee Referrals

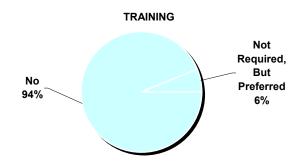
- Individual/Family Social Services
- Job Training/Vocational Rehabilitation
- Residential Care

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils. **OES Code: 315211** 

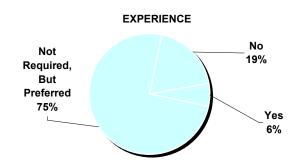
#### **EMPLOYER REQUIREMENTS**



Almost All (88%) employers require a High School Diploma.



**Almost all** (94%) employers report that training is not required prior to employment. **Almost all** (94%) employers report that an average of 6 months of training is accepted as a substitute for experience.



A **few** (6%) employers report that work experience averaging 9 months is required. **Many** (54%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 9 months of Artist, Special Education Teacher, Child Psychology, Child Care Worker, or Teacher.

#### **SKILL SETS**

#### Important Skills for Newly Hired Employees

Instructing, active listening, learning strategies, speaking, and reading comprehension.

#### New Skills

12 Early Childhood Education units, willing to work, energy, flexibility and work well with children.

#### Important Skills for Career Advancement

Communication, team work, organization, Early Childhood classes, patience, creativity, understanding, Montessori Teaching Credential, people skills, speaking, work experience, work well with children, flexibility, and do well under stress.

#### \*Computer Skills

Word Processing	100%
Spreadsheet	0 %
Database	0 %
Desktop Publishing	0 %
Other	0 %

<sup>\*</sup>Based on employers responding to this question.

#### **Skill Shortages**

Interpersonal, initiative, willingness to complete courses required for advancement, motivation, long term commitment, value position as a career, willingness to do clean up work, language, and job experience.

# **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

#### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms: All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

WAGES Non-Union	Range	<u>Median</u>
New hires, no experience:	\$ 6.90 - \$11.23	\$ 8.00
New hires, experienced:	\$ 7.25 - \$12.00	\$ 9.18
Experienced, 3 years with firm:	\$ 8.22 - \$15.00	\$10.00

Union	Range	<u>Median</u>
	\$ 6.87 - \$11.70 \$ 7.59 - \$12.02 \$10.00 - \$13.00	\$10.87 \$10.89 \$12.21

Employers reported paying other compensation.

#### **Hours Worked**

		•
Full-Time	17%	38
Part-Time	80%	15
Temporary/On Call	3%	13
Seasonal	0%	0

% of Employees Weekly Hours

Shifts: All (100%) employers reported Day.

#### Unionization

Union firms: **Some** (38%) employers report that they are union.

BENEFITS %	Employ A	er Pays II			ee Pays	
	FT	PT	FT	PT	FT	PT
Medical	0	6	31	25	0	0
Dental	0	6	25	19	0	0
Vision	0	6	19	19	0	0
Life	0	0	13	6	0	0
Sick	13	25	13	6	6	0
Vacation	13	38	13	6	6	0
Retirement	0	6	6	13	13	25
Child Care	0	0	6	13	0	6
*Other	0	0	0	6	0	0
*Gym membership						

#### PROMOTIONAL OPPORTUNITIES

**Most** (63%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Instructor Level I and II, Teacher
- Teacher Aide, Coordinator
- Associate Teacher, Instructional Specialist
- Cook, Clerk

#### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 219.467-010 249.367-086 249.367-074

For more information, see COG #502

#### **EMPLOYMENT TRENDS**

Occupation size: Large Projected new jobs: 550 Openings due to separations: 170

Gender: 6% Male 94% Female Projected growth between 1999 - 2006 is much faster than average, 28.9%

(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

#### **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced: **Very Difficult.** Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

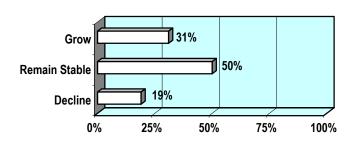
#### **Annual Turnover**

Employers responding to the survey report a 24% annual turnover

# Percentage of New Hires in the Last Year

Employees Leaving	54%
New Positions	
Promotions	11%
Temporary	

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



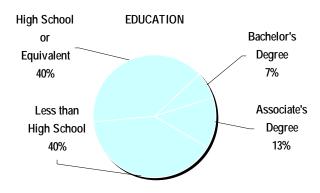
# PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Walk-In Applicants
- Other: word of mouth, school newsletter, parents, community, and churches.

- Child Day Care Services
- Elementary/Secondary Schools
- Religious Organizations
- Schools/Educational Services

Sports and Physical Training Instructors and Coaches instruct or coach groups or individuals in the fundamentals of sports. They demonstrate techniques and methods of participation, and observe and inform participants of corrective measures necessary to improve their skills. Does not include persons required to hold teaching credentials or who coach professional athletic teams. **OES Code: 313210** 

# **EMPLOYER REQUIREMENTS**

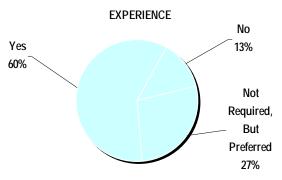


*Many* (40%) employers report that recent new hires have completed their High School Diploma or equivalent.

**TRAINING** 

# No 53% Yes 47%

*Many* (47%) employers report that training is required prior to employment. *Most* (69%) employers report that training is accepted as a substitute for experience. Type of training required: An average of 10 months AAFA/ACE Certification, Classical Ballet Training, Computer, Coaching Children, Coaching Principles, or Lifeguard Certification.



*Most* (60%) employers report that work experience is required. *Many* (46%) employers report that experience in other occupations is accepted. Acceptable work experience: An average of 8 months Coaching Students, Similar Teaching Job, Dance, or Gymnastics.

Coaching Students, Similar Teaching Job, Dance, or Gymnastics.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,

Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follow	VS:
The most prevalent obstacle to promotion:	
Lack of available positions	29%
Lack of training	14%
Lack of motivation	21%
Lack of upgraded skills	7%
Training resources used to upgrade skills:	
On-the-Job Training	50%
Workshops	50%
Apprenticeship	14%
Community College	0%
Adult Education	0%
Apprenticeship training program availability:	
No	57%
Yes	36%
Type of employee found through a staffing service:	:
None of the Above	79%
Seasonal	7%
Temporary	0%
Project	0%
Temporary-to-Permanent	0%
All of the Above	0%

# SKILLS NEEDED FOR CAREER ADVANCEMENT

Problem solving, people/facilities management, experience, presentation/public speaking skills, knowledge of business/sport, hard worker, and friendly.

#### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Responsibility, event management, facilities management, experience with Pilates, and mind/ body knowledge.

# **COMPUTER SKILLS SOUGHT:** (6 of 15 firms responding)

Word Processing	83%
Spreadsheet	
Database	33%
Desktop Publishing	50%
Other	17%

#### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed provider information.

# LICENSING REQUIREMENTS

Please refer to Appendix B.

#### WAGES AND OTHER INFORMATION

WAGES Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$5.75 - \$12.20	\$ 8.17
New hires, experienced:	\$7.00 - \$25.00	\$10.00
Experienced, 3 years with firm:	\$8.00 - \$30.00	\$15.00

#### Hours Worked

	% of Employees	Weekly Hours
Full-Time	10%	44
Part-Time	21%	12
Temporary/On-Call	1%	2
Seasonal	67%	22

#### Unionization

Union firms 1 of 15 7%

Benefits %		loyer s All	Share	Cost	Empl Pays	loyee s All
	FT	PT	FT	PT	FT	PT
Medical	20	0	13	0	7	0
Dental	20	0	7	0	7	0
Vision	7	0	0	0	7	0
Life	0	0	7	0	7	0
Sick	27	7	0	0	7	0
Vacation	33	13	0	0	7	0
Retirement	7	0	13	0	0	0
Child Care	0	0	0	0	0	0
Other	7	7	0	0	0	0
(Flexible hours)						

# PROMOTIONAL OPPORTUNITIES

*Many* (47%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Instructor/Supervisor
- Swimming Instructor
- Director/Vice President
- Senior Vice President
- Executive Vice President
- Manager/Gym Manager
- Team/Head Coach

Related Dictionary of Occupational Titles (DOT) Code: 153.227-018, 099.224-010, 153.227-018

For more information, see COG #N/A

# **EMPLOYMENT TRENDS**

Occupation size: Large Projected new jobs: 300 Openings due to separations: 50

Gender: 63% Male 37% Female
Projected growth between 1997 – 2004 is much faster than average,
34.1% (Average growth between 1997 – 2004 of all nonagricultural occupations in
Contra Costa County is projected to be 18%)

# **SUPPLY AND DEMAND**

# **Degree of Difficulty in Finding Applicants**

Experienced/Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

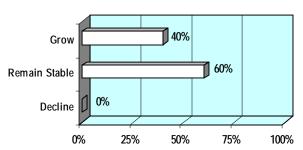
# **Annual Turnover**

Employers responding to the survey report an (4%) annual turnover rate.

#### Percentage of New Hires in the Last Year

Employees Leaving	8%
New Positions	5%
Temporary	87%

#### **EMPLOYMENT OVER THE NEXT 2 YEARS**



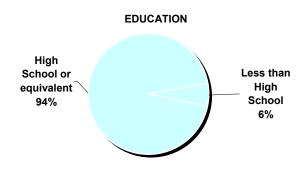
# PRIMARY RECRUITMENT METHODS

- Employee referral
- Walk-in applicants
- Newspaper ads

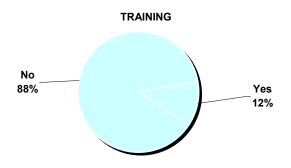
- Amusement & Recreation Services, N.E.C.
- Dance Studios, Schools & Halls
- Physical Fitness Facilities
- Schools & Educational Services, N.E.C
- Schools, Elementary & Secondary

Insurance Policy Processing Clerks process applications for, changes to, reinstatements of, and cancellations of insurance policies. Their duties include reviewing insurance applications to insure that all questions have been answered, compiling data on changes of insurance policies, changing policy records to conform to insured party's specifications, compiling data on lapsed insurance policies to determine automatic reinstatement according to company policies, canceling insurance policies as requested by agents, and verifying the accuracy of insurance company records. Does not include Claims Clerks and Banking Insurance Clerks. **Code:** 533140

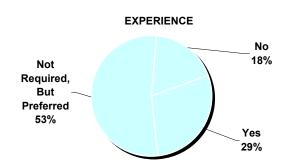
### **EMPLOYER REQUIREMENTS**



Almost all (94%) employers require a High School Diploma.



A **few** (12%) employers report that training is required prior to employment. **Type of training required**: An average of 15 months Computer. **Many** (50%) employers report that an average of 6 months of training is accepted as a substitute for experience.



**Some** (29%) employers report that work experience averaging 14 months is required. **Many** (43%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 11 months of Sales, Clerical, Customer Service, Insurance, or Data Entry/Processing.

### **SKILL SETS**

### Important Skills for Newly Hired Employees

Speaking, active listening, information gathering, reading comprehension, and analytical skills.

### **New Skills**

Insurance knowledge, customer service, organization, clerical, insurance license, and quoting insurance risks.

### Important Skills for Career Advancement

Motivation, organization, good work ethic, certification, experience, sales expertise, product knowledge, underwriting knowledge, technical insurance, communication, common sense, customer service, problem solving, people skills, computer knowledge, marketing, self-starter, stress management, phone presence, multi-tasking, casualty license, and life license.

### \*Computer Skills

Word Processing	88%
Spreadsheet	47%
Database	71%
Desktop Publishing	0%
Other	18 %
(Outlook, industry-specific, and Gold	Mine)

\*Based on employers responding to this question.

### Skill Shortages

Organization, insurance specialty training for policy coverage and term knowledge, and tactfulness.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### **Key Terms:**

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

### **INSURANCE POLICY PROCESSING CLERKS**

### **WAGES AND BENEFITS**

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.67 - \$15.14	\$10.48
New hires, experienced:	\$ 8.63 - \$19.18	\$14.38
Experienced, 3 years with firm:	\$ 9.59 - \$22.71	\$16.44

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	92%	40
Part-Time	5%	28
Temporary/On Call	1%	30
Seasonal	1%	40

**Shifts:** *All* (100%) employers reported Day, and a *few* (6%) reported Swing.

### Unionization

Union firms: None Reported

BENEFITS %	Employ A	er Pays II	Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	53	0	29	0	6	0
Dental	41	0	18	0	0	0
Vision	35	0	18	0	0	0
Life	47	0	6	0	0	0
Sick	65	0	6	0	6	0
Vacation	82	0	6	0	6	0
Retirement	47	0	24	0	6	0
Child Care	0	0	0	0	0	0
*Other	12	0	6	0	0	0
*401K_ESOD_and Cafetoria Plan						

\*401K, ESOP, and Cafeteria Plan

### PROMOTIONAL OPPORTUNITIES

**Almost all** (88%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Underwriter
- Lead Underwriter
- Senior Underwriter
- Account/ Sales Representative
- Customer Service Representative
- Account/Customer Service Manager
- Supervisor, License Level

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 201.362-030 203.382-030 237.367-038

For more information, see COG #N/A

### **EMPLOYMENT TRENDS**

Occupation size: Medium
Projected new jobs: 30
Openings due to separations: 60

Gender: 12% Male 88% Female
Projected growth between 1999 - 2006 is slower than average, 4.8%.
(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra
Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### **Degree of Difficulty in Finding Applicants**

Experienced: **Very Difficult**. Employer demand is considerably greater than the supply of qualified applicants. Inexperienced: **Moderately Difficult**. Employer demand is

Inexperienced: **Moderately Difficult.** Employer demand is somewhat greater than the supply of qualified applicants.

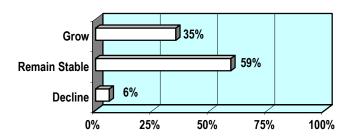
### **Annual Turnover**

Employers responding to the survey report a 22% annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	44%
New Positions	24%
Promotions	16%
Temporary	16%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



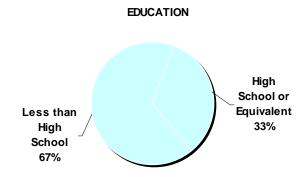
### PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- In-house promotions or transfer
- Private Employment Agencies

- Fire/Marine/Casualty Insurance
- Insurance Agents/ Brokers Services

Janitors and Cleaners (except Maids and Housekeeping Cleaners) keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Does not include Maids and Housekeepers. **OES Code: 670050** 

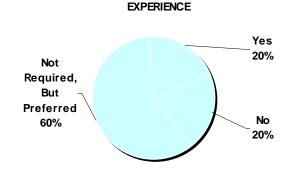
### **EMPLOYER REQUIREMENTS**



*Most* (67%) employers require less than a High School Diploma.

## Not Required, But Preferred 8%

**Almost all** (92%) employers report that training is not required prior to employment. **Type of training preferred**: An average of 3 months Cleaning. **Many** (50%) employers report that an average of 3 months of training is accepted as a substitute for experience.



**Some** (20%) employers report that work experience averaging 6 months is required. **Some** (33%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 4 months Housekeeping, Cleaning and Grounds Work.

### SKILL SETS

### **New Skills**

Wash windows and wax floors.

### Important Skills for Career Advancement

Bilingual, experience, supervision, training, dependable, detailoriented, written communication, people skills, take and give directions, more knowledge and leadership ability.

### \*Computer Skills

Word Processing	100%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### Skill Shortages

Good transportation, good work ethic, understanding importance of customer satisfaction, English proficiency and ability to work without supervision.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$6.75 - \$ 9.00	\$ 8.00
New hires, experienced:	\$6.75 - \$ 9.00	\$ 8.00
Experienced, 3 years with firm:	\$7.00 - \$12.00	\$10.00
Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$7.64 - \$12.51	\$10.08
New hires, experienced:	\$7.64 - \$13.53	\$12.26
Experienced, 3 years with firm:	\$7.64 - \$14.18	\$12.26

Employers reported paying other compensation.

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	66%	39
Part-Time	23%	20
Temporary/On Call	10%	28
Seasonal	1%	20

**Shifts:** *Most* (60%) employers reported Day, *most* (67%) reported Swing, *some* (27%) reported Graveyard and Other: 5:30 PM - 2:00 AM.

### Unionization

Union firms: *Some* (27%) employers report that they are union.

BENEFITS %	Employ A	er Pays II	Share	Cost	Employ A	ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	33	7	13	13	0	7
Dental	20	7	13	7	0	13
Vision	13	7	7	7	0	0
Life	13	7	0	7	0	0
Sick	27	13	0	7	0	0
Vacation	47	13	0	7	0	0
Retirement	0	0	13	0	0	7
Child Care	0	0	0	0	0	7
Other	0	0	0	0	0	0

### PROMOTIONAL OPPORTUNITIES

*Many* (53%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Foreman
- Custodian II
- Supervisor

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 381.687-14 381.687-018 381.687-022 389.664-010

For more information, see COG #88

### **EMPLOYMENT TRENDS**

Occupation size: Very large Projected new jobs: 760 Openings due to separations: 760

Gender: 65% Male 35% Female

Projected growth between 1997 – 2004 is average, 17.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra

Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

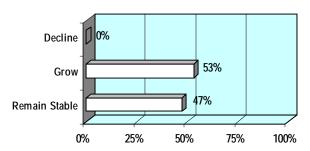
### **Annual Turnover**

Employers responding to the survey report a (29%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving	88%
New Positions	8%
Promotions	1%
Temporary	3%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



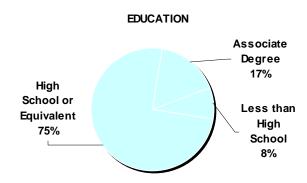
### PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- In-House Promotions

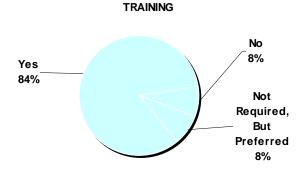
- Building Cleaning and Maintenance
- Colleges, Community and Technical Institute
- Government, N.E.C.
- Schools, Elementary and Secondary

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions. **OES Code: 325050** 

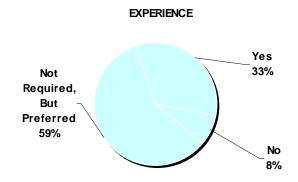
### **EMPLOYER REQUIREMENTS**



Most (75 %) employers require a High School Diploma.



**Almost all** (84%) employers report that training is required prior to employment. **Type of training required:** An average of 17 months LVN license/Certificate. **Some** (36%) employers report that an average of 8 months of training is accepted as a substitute for experience.



**Some** (33%) employers report that work experience averaging 10 months is required. A *few* (14%) employers report that experience in other occupations is accepted. Other acceptable work experience: An average of 6 months Hospital LVN.

### **SKILL SETS**

### **New Skills**

Organizational.

### Important Skills for Career Advancement

Advanced degree, experience, leadership, job knowledge, RN license, interpersonal skills, and willingness to learn.

### \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### **Skill Shortages**

English, following procedures.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

WAGES Non-Union/Union	Range	<u>Median</u>
New hires, no experience:	\$14.00 - \$23.75	\$18.75
New hires, experienced:	\$15.50 - \$23.00	\$18.89
Experienced, 3 years with firm:	\$18.00 - \$26.25	\$19.52

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	67%	41
Part-Time	25%	22
Temporary/On Call	8%	18
Seasonal	0%	0

Shifts: *All* (100%) employers reported Day; *almost all* (83%) reported Swing; and *most* (75%) reported Graveyard.

### Unionization

Union firms: A few (8%) employers report that they are union.

BENEFITS %	Employer Pays All		3			ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	33	8	50	50	8	0
Dental	25	8	42	50	17	0
Vision	25	8	17	25	8	0
Life	33	25	0	8	0	0
Sick	75	50	8	8	8	0
Vacation	75	50	8	8	0	0
Retirement	8	8	58	42	0	0
Child Care	0	0	8	0	8	8
Other	0	0	0	0	8	0
401 k						

### PROMOTIONAL OPPORTUNITIES

*Most* (67%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Registered Nurse
- Director of Staff Development
- Supervisor
- Charge Nurse

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 079.374 - 014

For more information, see COG #313

### **EMPLOYMENT TRENDS**

Occupation size: Large Projected new jobs: 240 Openings due to separations: 170

Gender: 19% Male 81% Female Projected growth between 1997 – 2004 is faster than average, 23.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: Very difficult. Employer demand is considerably

greater than supply of qualified applicants.

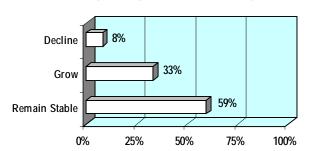
### **Annual Turnover**

Employers responding to the survey report a (15%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving	7%
New Positions	
Promotions	9%
Temporary	1%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



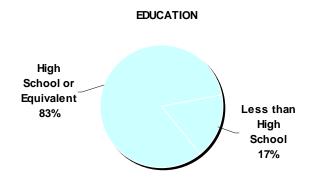
### PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- Employee Referrals
- Walk-In Applicants

- Nursing Care Facilities, Skilled
- Hospitals, General medical & Surgical
- Doctors of Medicine, Offices & Clinics
- Home Health Care Services

Loan and Credit Clerks assemble documents, prepare papers, process applications, and complete transactions of individuals applying for loans and credit. Loan Clerks review loan papers to insure completeness; operate typewriters to prepare correspondence, reports, and loan documents from draft; and complete transactions between a loan establishment, borrowers, and sellers upon approval of loan. Credit Clerks interview applicants to obtain personal and financial data, determine credit worthiness, process applications, and notify customer of acceptance or rejection of credit. Does not include Loan Interviewers. **OES Code:** 531210

### **EMPLOYER REQUIREMENTS**



Almost All (83%) employers require a High School Diploma.

## No 93% Yes 7%

A *few* (7%) employers report that training is required prior to employment. **Type of training required**: An average of 1 month Loan Processing. *Some* (31%) employers report that an average of 10 months of training is accepted as a substitute for experience.

# Yes 50% Not Required, But Preferred 39%

*Many* (50%) employers report that work experience averaging 17 months is required. *Some* (38%) employers report that experience in other occupations is accepted. Other acceptable work experience: An average of 19 months Commercial Loans and Lending, Sales, Clerical, or Loan Assistant.

### **SKILL SETS**

### **New Skills**

Interpreting policies, prioritizing workload, credit analysis, accounting, mortgage lending, Internet, human relations, dependability, good communication, computer literate, and e-mail.

### Important Skills for Career Advancement

Excellent oral and written communication, formal classes, outstanding performance, aptitude, attitude, organization, ability to handle stress, sales, technical competency, accuracy, work volume, specific knowledge, work ethic, comprehension, computer accounting, language, detail oriented, self-motivated, dependability, math, motivation, and multi-task operating.

### \*Computer Skills

Word Processing	81%
Spreadsheet	69%
Database	25%
Desktop Publishing	0%
Other	56%

(Credit Scoring, Mortgage Specific, Loan Origination, Lenders Credit Point, Internet, Counter Handler, Calyx-Do.)

\*Based on employers responding to this question.

### Skill Shortages

Writing, knowledge of loan origination, knowledge of Contour software, human relations, good attendance, attention to detail, taking responsibility for own actions, and spelling and grammar.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced:	\$ 7.50 - \$14.38 \$10.00 - \$20.14	\$11.51 \$16.11
Experienced, 3 years with firm	: \$16.00 - \$28.77	\$21.58

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	94%	40
Part-Time	6%	27
Temporary/ On Call	0%	0
Seasonal	0%	0

Shifts: All (100%) employers reported Day.

### Unionization

Union firms None Reported

BENEFITS %		oloyer Pays Share Cost All		Employee Pays All		
	FT	PT	FT	PT	FT	PT
Medical	56	0	33	11	0	0
Dental	44	0	33	0	0	0
Vision	33	0	28	0	0	0
Life	44	0	6	0	6	0
Sick	78	17	6	0	6	0
Vacation	78	22	6	0	6	0
Retirement	39	17	17	0	22	0
Child Care	0	0	0	0	22	0
Other	0	0	0	0	0	0

### PROMOTIONAL OPPORTUNITIES

Almost all (83%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Loan Documentation Consultant
- Senior Document Processor
- Senior Credit Analyst
- Processor
- Underwriter

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code:

205.367-022 219.362-038 219.367-046 249.362-014 249.362-018 249.362-022

For more information, see COG #526

### **EMPLOYMENT TRENDS**

Occupation size: Medium Projected new jobs: 190 Openings due to separations: 60

Gender: 15% Male 85% Female Projected growth between 1997 – 2004 is faster than average, 25% (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

### Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably

greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

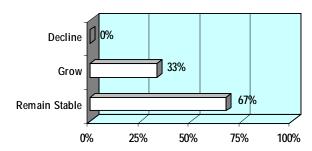
### **Annual Turnover**

Employers responding to the survey report a (16%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving	26%
New Positions	51%
Promotions	23%
Temporary	0%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



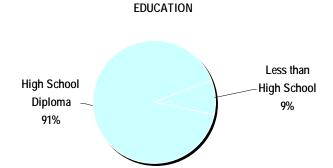
### PRIMARY RECRUITMENT METHODS

- **Employee Referrals**
- In-House Promotion or Transfer
- **Private Employment Agencies**

- Banks, National Commercial
- Banks, State Commercial
- Credit Unions, Federally Chartered
- Mortgage Bankers & Loan Correspondents
- Loan Brokers
- Nondefinable Businesses

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations. **OES Code: 891080** 

### **EMPLOYER REQUIREMENTS**



**Almost all** (91%) employers report that recent new hires have completed their High School Diploma or equivalent.

### Yes \_\_\_\_\_\_\_Not Required, But Preferred 40%

**TRAINING** 

*Many* (50%) employers report that training is required prior to employment. *Most* (73%) employers report that training is accepted as a substitute for experience. **Type of training required**: An average of 33 months Apprentice, Machine Shop, or Machinist Journey Class training.

**EXPERIENCE** 

### Yes 73% Not Required, But Preferred 27%

*Most* (73%) employers report that work experience is required. *Many* (50%) employers report that experience in other occupations is accepted. **Acceptable work experience**: Boilermakers, Pipefitters, Welders, and Millwrights

Weiders, and Williwrights.	
Key Terms:	
All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,	
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%	

Workforce Development questions were rated as follows	:
The most prevalent obstacle to promotion:	
Lack of upgraded skills	36%
Lack of motivation	36%
Lack of available positions	36%
Lack of training	0%
Training resources used to upgrade skills:	
On-the-Job Training	64%
Workshops	36%
Apprenticeship	18%
Adult Education	9%
Community College	9%
Apprenticeship training program availability:	
No	55%
Yes	45%
Type of employee found through a staffing service:	
None of the Above	64%
Temporary	18%
All of the Above	18%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Job knowledge, math skills, blueprint and time management.

### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Layout, blue print, web site search and time management.

COMPUTER	<b>SKILLS</b>	<b>SOUGHT</b> : (6 of 11	firms responding)

Word Processing	33%
Spreadsheet	50%
Database	17%
Other	67%

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed provider information.

### LICENSING REQUIRMENTS

Please refer to Appendix B.

207 Jobs Represented MACHINISTS

### WAGES AND OTHER INFORMATION

### WAGES

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$9.50 - \$18.62	\$17.50
New hires, experienced:	\$10.00 - \$25.20	\$15.00
Experienced, 3 years with firm	: \$14.00 - \$26.15	\$20.00

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	83%	42
Part-Time	17%	25

### Unionization

Union firms 2 of 11 18%

BENEFITS %		loyer s All	Share	Cost	Empl Pay:	loyee s All
	FT	PT	FT	PT	FT	PT
Medical	45	9	45	9	0	0
Dental	36	9	36	9	0	0
Vision	18	9	27	9	0	0
Life	18	0	9	0	0	0
Sick	27	0	0	0	0	0
Vacation	100	18	0	0	0	0
Retirement	55	9	9	0	0	0
Child Care	0	0	0	0	0	0
Other	18	18	0	0	0	0
(Annuity, workman's compensation)						

### PROMOTIONAL OPPORTUNITIES

*Many* (55%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Inspector
- Manager
- President/Vice President
- Service Technician

Related Dictionary of Occupational Titles (DOT) Code: 600.280-034, 600.260-022

For more information, see COG #9

### **EMPLOYMENT TRENDS**

Occupation size: Medium
Projected new jobs: 110
Openings due to separations: 110

Gender: 97% Male 3% Female Projected growth between 1997 – 2004 is slower than average, 14.7% (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

### **Degree of Difficulty in Finding Applicants**

Experienced/Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

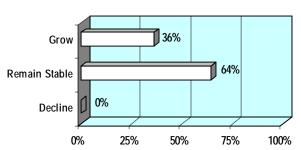
### **Annual Turnover**

Employers responding to the survey report a (7%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving	21%
New Positions	21%
Temporary	59%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



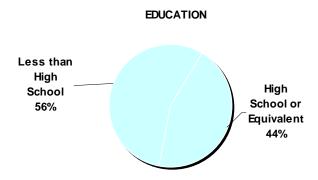
### PRIMARY RECRUITMENT METHODS

- Walk-in applicants
- Employee referrals
- Newspaper ads
- In-house promotions or transfer

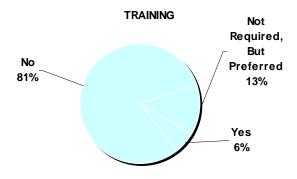
- Dies & Tools, Jigs, Industrial Molds
- Machinery & Equipment Parts & Repair
- Motor Vehicle Parts & Accessories
- Petroleum Refining
- Repair Shops & Related Services, N.E.C.
- Sheet Metal Work

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture. **OES Code**: 670020

### **EMPLOYER REQUIREMENTS**

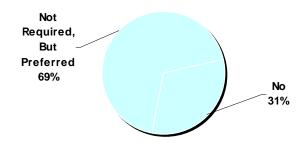


Many (56%) employers require less than a High School Diploma.



A *few* (6%) employers report that training is required prior to employment. **Type of training required:** An average of 2 months Hotel/Motel Vocational, Personal or General Computer and Hospital Cleaning. *Most* (73%) employers report that an average of 3 months of training is accepted as a substitute for experience.

### **EXPERIENCE**



*Most* (69%) employers report that work experience averaging 5 months is not required, but preferred. *Most* (78%) employers report that experience in other occupations is accepted. Other acceptable work experience: An average of 5 months Office Cleaning, Janitorial, Any Cleaning Custodian, and Other Hospitality.

### **SKILL SETS**

### **New Skills**

People skills, good attitude, able to use a calculator, basic math, ability to understand and read English and physical ability.

### Important Skills for Career Advancement

Office skills, scheduling, computer experience, organization, good communication, attention to detail, ability to see the "big picture", leadership, dependability, education, CNA program and English communication.

### \*Computer Skills

Word Processing	100%
Spreadsheet	100%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### Skill Shortages

Ability to speak or write English without interpreter and able to understand directions.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

WAGES <i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$6.75 - \$ 9.00	\$7.99
New hires, experienced:	\$6.75 - \$10.00	\$8.25
Experienced, 3 years with firm:	\$6.75 - \$12.00	\$8.63

Employers reported paying other compensation.

Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$8.00 - \$ 8.75	\$8.09
New hires, experienced:	\$8.00 - \$ 8.75	\$8.09
Experienced, 3 years with firm:	\$8.00 - \$10.00	\$8.39

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	79%	40
Part-Time	18%	23
Temporary/On Call	3%	9
Seasonal	0%	0

Shifts: *Almost all* (94%) employers reported Day, *many* (56% reported Swing and *some* (31%) reported Graveyard.

### Unionization

Union firms: *Some* (25%) employers report that they are union.

BENEFITS %		er Pays III	Share	Cost		ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	44	13	44	19	0	0
Dental	25	13	56	13	0	0
Vision	19	0	38	6	0	0
Life	19	0	19	0	0	0
Sick	69	25	19	6	0	0
Vacation	69	25	19	6	0	0
Retirement	6	6	31	0	13	6
Child Care	0	0	6	0	0	0
Other	0	0	6	0	6	6
Lodging agreement						

### PROMOTIONAL OPPORTUNITIES

*Most* (63%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Certified Nurses Assistant
- Executive Housekeeper
- Housekeeping Coordinator
- Lead Housekeeper

### **OTHER INFORMATION**

Related Dictionary of Occupational Titles (DOT) Code: 323.687-010, 323.687-014, 323.687-018

For more information, see COG #551

### **EMPLOYMENT TRENDS**

Occupation size: Very large Projected new jobs: 3250 Openings due to separations: 200

Gender: 15% Male 85% Female

Projected growth between 1997 – 2004 is average, 17.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced: Data Not Available

Inexperienced: *Moderatly Difficult*. Employer demand is somewhat

greater than the supply of qualified applicants.

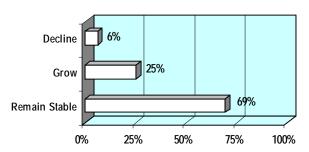
### **Annual Turnover**

Employers responding to the survey report a (24%) annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	72%
New Positions	8%
Promotions	3%
Temporary	17%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



### PRIMARY RECRUITMENT METHODS

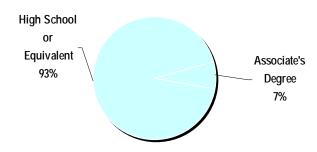
- Newspaper Ads
- Employee Referrals
- Walk-In Applicants

- Building Owner-Operators, Apartments
- Hotel & Motels
- Nursing & Personal Care Facilities, N.E.C.
- Nursing Care Facilities, Skilled
- Real Estate Agents, Managers & Services
- Residential Care
- Restaurants, Caterers & Eating Places

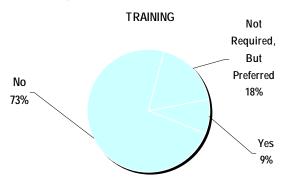
Manager, Retail Store, manages a retail store which sells a specific line of merchandise, such as groceries, liquor, apparel, jewelry, furniture; or related lines of merchandise. They usually plan and prepare work schedules, work assignments (or supervise others to do so), formulate merchandise pricing policy, coordinate sales promotion activities, prepare merchandise displays ad advertising copy. They supervise employees in: sales, taking inventory or cash reconciliation activities, operation record keeping, and the preparation of a daily record of transactions for accounting purposes. They may interview, hire and train employees, ensure compliance of employees with security, sales and record keeping procedures, order merchandise or prepare requisitions to replenish inventories and may answer customer questions. **OES Code: 185167999** 

### **EMPLOYER REQUIREMENTS**

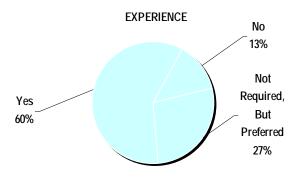
### **EDUCATION**



**Almost all** (93%) employers report that recent new hires have completed their High School Diploma or equivalent.



**A few** (9%) employers report that training is required prior to employment. **Most** (69%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 9 months Retail Sales, Auto Mechanic Experience, or Management Experience.



*Most* (60%) employers report that work experience is required. *Most* (69%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 11 months Retail Sales, Management Experience, or Supervision.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:		
The most prevalent obstacle to promotion:		
Lack of available positions	50%	
Lack of motivation	20%	
Lack of upgraded skills	10%	
Lack of training	0%	
Training resources used to upgrade skills:		
On-the-Job Training	60%	
Workshops	20%	
Apprenticeship	10%	
Adult Education	0%	
Community College	0%	
Appropriace hip training program quallability.		
Apprenticeship training program availability:	000/	
No	80%	
Yes	20%	
Type of employee found through a staffing service:		
None of the Above	80%	
All of the Above	10%	
Temporary	0%	
1 comporary	0 /0	

### SKILLS NEEDED FOR CAREER ADVANCEMENT

**Project** 

Seasonal

Temporary-to-Permanent

Computer, merchandising, product knowledge, understanding of financial planning, people management, communication skills, years of experience as a store manager, customer service, leadership, and career minded.

### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Customer service, sales & recruiting, people skills, accounting skills, and personnel management.

### **COMPUTER SKILLS SOUGHT:** (6 of 15 firms responding)

COM CIENCE COCCITI (C CI TO IIIIIS IC	Sponan
Word Processing	. 67%
Spreadsheet	. 50%
Database	
Other	67%

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

0%

0%

0%

### WAGES AND OTHER INFORMATION

### WAGES

Non-Union/Union	<u>Range</u>	<u>Median</u>
	\$ 9.00 - \$16.00 \$ 6.00 - \$18.41 \$ 9.01 - \$20.66	\$11.51 \$13.11 \$17.05

### Hours Worked

Full-Time	% of Employees 100%	Weekly Hours 45
Unionization Union firms	1 of 11	9%

BENEFITS %		loyer s All	Share	Cost	Empl Pay:	loyee s All
	FT	PT	FT	PT	FT	PT
Medical	27	0	67	0	0	0
Dental	20	0	73	0	0	0
Vision	20	0	53	0	7	0
Life	27	0	33	0	7	0
Sick	80	0	13	0	0	0
Vacation	87	0	13	0	0	0
Retirement	33	0	40	0	7	0
Child Care	0	0	0	0	0	0
Other	20	0	40	0	13	0
(Company car, product discount, LTD)						

### PROMOTIONAL OPPORTUNITIES

*Most* (60%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Buyer/Assistant Buyer
- General Manager
- District/Regional Manager
- Senior Associate
- Team Leader/ District Team Leader
- Vice President
- Owner

Related Dictionary of Occupational Titles (DOT) Code: 185.167-046, 299.137-010

For more information, see COG #242, 118, 536

### **EMPLOYMENT TRENDS**

Occupation size: Insufficient Data Projected new jobs: Insufficient Data Openings due to separations: Insufficient Data

59% Male 41% Female Projected growth between 1997 – 2004 Insufficient Data

(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced: Very difficult. Employer demand is considerably

greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

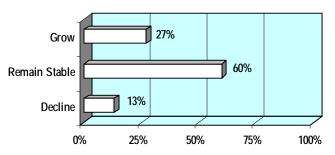
### **Annual Turnover**

Employers responding to the survey report a (18%) annual turnover

### Percentage of New Hires in the Last year

Employees leaving	47%
New Positions	5%
Promotions	47%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



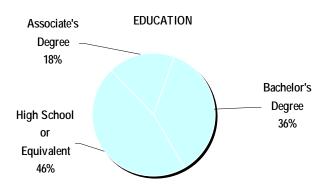
### PRIMARY RECRUITMENT METHODS

- In-house promotion or transfer
- Employee referrals
- Newspaper ads

- Auto & Home Supply Stores
- Clothing Stores, Women's
- **Department Stores**
- Gift/Novelty/Souvenir Shops
- **Grocery Stores**
- Hardware Stores, Retail

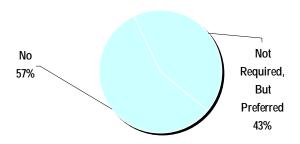
Marketing, Advertising and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis. **OES Code: 130110** 

### **EMPLOYER REQUIREMENTS**



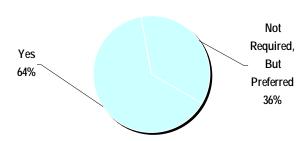
*Many* (46%) employers report that recent new hires have completed their High School Diploma or equivalent.

### **TRAINING**



**No** (0%) employers report that training is required prior to employment. **Many** (55%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.

### **EXPERIENCE**



*Most* (64%) employers report that work experience is required. *Almost all* (80%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 18 months Sales, Health Services or Grocery Retail.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:	
The most prevalent obstacle to promotion:	
Lack of available positions	67%
Lack of upgraded skills	17%
Lack of motivation	17%
Lack of training	0%
Training resources used to upgrade skills:	
On-the-Job Training	67%
Workshops	50%
Adult Education	0%
Community College	0%
Apprenticeship	0%
Apprenticeship training program availability:	
Yes	50%
No	50%
Type of employee found through a staffing service:	
None of the Above	100%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

People skills, public relations, leadership, commitment, computer skills, self-monitoring, and management skills.

### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Self-motivated and entrepreneurial.

### **COMPUTER SKILLS SOUGHT:** (9 of 11 firms responding)

(, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,	- P
Word Processing	89%
Spreadsheet	56%
Database	
Desktop Publishing	33%
Other	

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### WAGES AND OTHER INFORMATION

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$11.51 - \$31.96	\$21.58
Experienced, 3 years with firm:	\$14.58 - \$31.16	\$27.70

### Hours Worked

	% of Employees	weekiy Hours
Full-Time	98%	46
Part-Time	2%	16

### Unionization

None reported

BENEFITS %		loyer s All	Share	Cost	Empl Pay:	loyee s All
	FT	PT	FT	PT	FT	PT
Medical	9	0	82	0	9	0
Dental	9	0	82	0	9	0
Vision	0	0	55	0	9	0
Life	9	0	73	0	9	0
Sick	82	0	9	0	9	0
Vacation	82	0	9	0	9	0
Retirement	27	0	55	0	18	0
Child Care	0	0	0	0	27	0
Other	18	0	0	0	9	0
(Product discount,	401k)					

### PROMOTIONAL OPPORTUNITIES

**Most** (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Cluster Sales Manager
- Director of Catering
- Executive Director
- General Manager
- Regional Director of Sales
- Regional Manager
- Vice President/Group Head

Related Dictionary of Occupational Titles (DOT) Code: 163.167-010, 164.117-010, 164.117-014, 163.167-018

For more information, see COG #276

### **EMPLOYMENT TRENDS**

Occupation size: Large
Projected new jobs: 250
Openings due to separations: 150

Gender: 36% Male 64% Female

Projected growth between 1997 – 2004 is average, 16.7% (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### **Degree of Difficulty in Finding Applicants**

Experienced: *Moderately difficult*. Employer demand is somewhat

greater than the supply of applicants.

Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

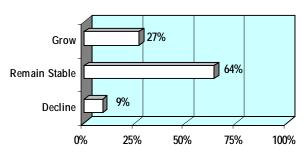
### **Annual Turnover**

Employers responding to the survey report a (94%) annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	71%
New Positions	13%
Promotions	16%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



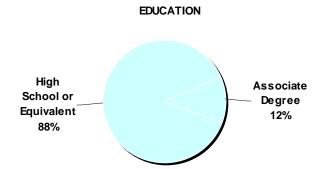
### PRIMARY RECRUITMENT METHODS

- Employee referrals
- Internet
- Newspaper ads
- In-house promotion or transfer

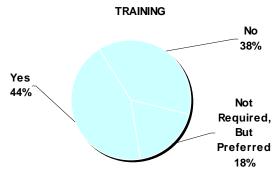
- Computerized Information Retrieval Services
- Groceries, General Line, Wholesale
- Hotels & Motels
- Newspaper Publishing & Printing
- Office Equipment, Wholesale
- Residential Care

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physicians, handing instruments and materials to physicians as directed. They may schedule appointments, keep medical records, or perform other clerical duties. **OES Code:** 660050

### **EMPLOYER REQUIREMENTS**

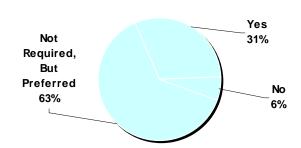


Almost All (88%) employers require a High School Diploma.



*Many* (44%) employers report that training is required prior to employment. Type of training required: An average of 12 months Medical Assistant Training and Certificate, Doctors Office Experience, LVN, RN, and Externship. *Most* (60%) employers report that an average of 6 months of training is accepted as a substitute for experience.

### **EXPERIENCE**



**Some** (31%) employers report that work experience averaging 12 months is required. **Many** (54%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 10 months Medical, Cardiology, Nursing, Dental Assistant, or Receptionist.

### **SKILL SETS**

### **New Skills**

Ability to give injections and operate an autoclave and centrifuge, finger-sticks, medical terminology, medical assistant classes, CPR, OSHA training, insurance knowledge, good communication, visual acuity, visual field testing, contact training, management, phlebotomy and Spanish speaking.

Important Skills for Career Advancement Attention to detail.

### \*Computer Skills

Word Processing	63%
Spreadsheet	13%
Database	25%
Desktop Publishing	0%
Other	63%

(Medical Manager Software, Word, Excel, Microsoft Office)

### Skill Shortages

Organization, multi-tasking, follow-through, understanding insurance policies, ability to competently perform EKG's and blood pressure, HMO, basic history-taking, phlebotomy, pediatric infections, medical terminology, spelling, maturity, and ability to anticipate physician and patient needs.

\*Based on employers responding to this question.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

### WAGES

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$14.00	\$10.50
New hires, experienced: Experienced, 3 years with firm:	\$10.00 - \$16.00 \$12.00 - \$18.00	\$12.50 \$14.50

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	85%	39
Part-Time	12%	20
Temporary/On Call	3%	7
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day and a *few* (13%) reported Other: evenings and weekend work.

### Unionization

Union firms None Reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	100	0	0	0	0	6
Dental	63	0	0	0	13	0
Vision	31	0	0	0	0	0
Life	44	0	0	0	0	0
Sick	81	6	0	0	6	0
Vacation	75	6	0	0	6	0
Retirement	56	6	13	0	13	0
Child Care	0	0	0	0	0	0
Other	6	0	0	0	0	0
(Profit Sharing)						

### PROMOTIONAL OPPORTUNITIES

*Many* (44%) employers report that they promote employees to higher-level positions. Responding employers listed the following positions as promotional opportunities:

- Team Leader
- Supervisor
- Surgery and Authorization
- Billing Clerk

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 079.362-010 079.364-010 079.374-018 355.667-010

For more information, see COG #513

### **EMPLOYMENT TRENDS**

Occupation size: Large
Projected new jobs: 300
Openings due to separations: 180

Gender: 1% Male 99% Female Projected growth between 1997 – 2004 is much faster than average, 33.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

### Degree of Difficulty in Finding Applicants

Experienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

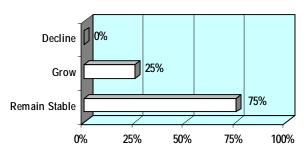
### **Annual Turnover**

Employers responding to the survey report a (45%) annual turnover rate

### Percentage of New Hires in the Last Year

Employees Leaving	60%
New Positions	30%
Promotions	10%
Temporary	0%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



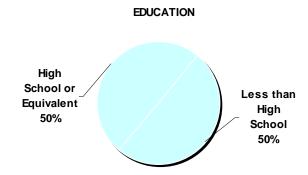
### PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- Employee Referrals
- School Program Referrals

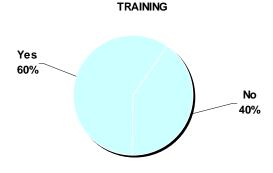
- Doctors of Medicine, Offices & Clinics
- Outpatient Treatment Centers and Clinics, N.E.C.

Nurses Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides. **OES Code:** 660080

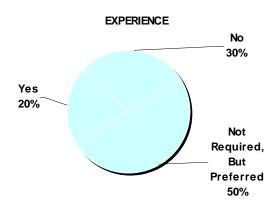
### **EMPLOYER REQUIREMENTS**



Many (50%) employers require a High School Diploma.



**Most** (60%) employers report that training is required prior to employment. **Type of training required**: An average of 4 months Classroom Certified Nurse Assistant Training. **Most** (71%) employers report that an average of 3 months of training is accepted as a substitute for experience.



**Some** (20%) employers report that work experience averaging 9 months is required. **All** (100%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 8 months nursing home care giver, cook, in-home or acute hospital care giver.

### **SKILL SETS**

### **New Skills**

Time management, interpersonal skills, dependability, cooperation, ability to assess situations and adjust quickly, and CNA license.

### Important Skills for Career Advancement

Initiative, schooling, license, rehabilitation training, problem solving and organizational skills, and compassion.

### \*Computer Skills

Word Processing	100%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### Skill Shortages

New trainees take longer to train and require more follow-up and retraining.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

274 Jobs Represented NURSE AIDES

### **WAGES AND BENEFITS**

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced: Experienced, 3 years with firm:	\$7.75 - \$12.00 \$8.00 - \$13.00 \$9.00 - \$15.00	\$11.00 \$11.71 \$12.47
Union	<u>Range</u>	<u>Median</u>

Employers reported paying other compensation.

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	67%	41
Part-Time	25%	23
Temporary/On Call	8%	13
Seasonal	0%	0

Shifts: *Almost all* (90%) employers reported Day; *almost all* (80%) reported Swing and Graveyard; and *some* (20%) reported Other: 24 hour and hourly.

### Unionization

Union firms: Many (40%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	30	0	70	30	0	0
Dental	20	0	60	30	10	0
Vision	10	0	30	20	10	0
Life	20	10	10	0	10	0
Sick	60	20	30	0	0	0
Vacation	70	20	30	10	0	0
Retirement	0	0	30	20	10	0
Child Care	0	0	0	0	0	0
Other	0	0	10	0	0	0
Educational benefits						

### PROMOTIONAL OPPORTUNITIES

**Almost all** (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Rehabilitation
- Clerical
- Nurse Aide Certified
- Team Leader

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 355.674-014 354.377-010 355.674-018 354.677-010

For more information, see COG #442

### **EMPLOYMENT TRENDS**

Occupation size: Large Projected new jobs: 520 Openings due to separations: 200

Gender: 14% Male 86% Female Projected growth between 1997 – 2004 is much faster than average, 28.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

### Degree of Difficulty in Finding Applicants

Experienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

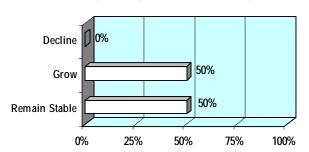
### **Annual Turnover**

Employers responding to the survey report a (27%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving	61%
New Positions	17%
Promotions	4%
Temporary	18%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



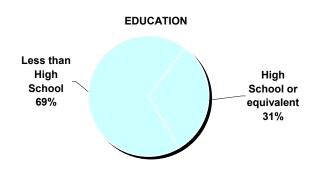
### PRIMARY RECRUITMENT METHODS

- Employee referrals
- Walk-in applicants
- Newspaper ads

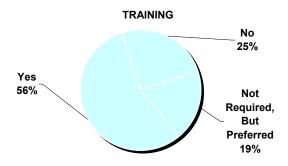
- Home Health Care Services
- Nursing & Personal Care Facilities, N.E.C.
- Residential Care
- Skilled Nursing Facilities

Operating Engineers operate several types of power construction equipment, such as compressors, pumps, hoists, derricks, cranes, shovels, tractors, scrapers, or motor graders to excavate, move and grade earth, erect structures, or pour concrete or other hard surface paving. They may repair and maintain equipment in addition to other duties. Does not include workers who specialize in operation of a single type of heavy equipment such as a bulldozer or crane. **OES Code: 979560** 

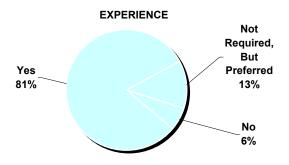
### **EMPLOYER REQUIREMENTS**



*Most* (69%) employers require less than a High School Diploma.



**Many** (56%) employers report that training is required prior to employment. **Type of training required:** An average of 19 months Apprenticeship Program, Vocational, Hazmat, Department Of Transportation Training, or Bay Area Training Corporation Safety Training. **Some** (20%) employers report that an average of 6 months of training is accepted as a substitute for experience.



**Almost all** (81%) employers report that work experience averaging 20 months is required. A **few** (7%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 2 months of Laborer.

### **SKILL SETS**

### Important Skills for Newly Hired Employees

Operation and control, equipment selection, equipment maintenance, repairing, safety, operation monitoring, and monitoring.

### **New Skills**

Class A Driver's License.

### Important Skills for Career Advancement

Good work habits, ability to run jobs, supervision, knowledge of company direction, people skills, management, exceptional equipment operation, knowledge of DMV Code, road construction knowledge, ability to read plans, writing, courtesy, organization, and underground knowledge.

### \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

<sup>\*</sup>Based on employers responding to this question.

### **Skill Shortages**

Discipline in general.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

**Kev Terms:** 

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

WAGES Non-Union/Union	Range	<u>Median</u>
New hires, no experience:	\$13.85 - \$15.00	\$14.43
New hires, experienced:	\$17.00 - \$32.78	\$26.70
Experienced, 3 years with firm:	\$20.00 - \$35.50	\$29.27

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours	
Full-Time	97%	40	
Part-Time	0%	0	
Temporary/On Call	2%	21	
Seasonal	1%	40	

**Shifts:** *All* (100%) employers reported Day. A *few* (13%) reported Swing, a *few* (6%) reported Graveyard, and a *few* (6%) reported Other: 4/10.

### Unionization

Union firms: Almost all (81%) employers report that they are union.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	69	0	13	0	0	0
Dental	69	0	13	0	0	0
Vision	44	0	6	0	0	0
Life	56	0	0	0	6	0
Sick	13	0	0	0	6	0
Vacation	63	0	6	0	0	0
Retirement	56	0	6	0	0	0
Child Care	6	0	0	0	0	0
*Other	0	0	0	0	0	0
Other	U	U	U	U	U	U

### PROMOTIONAL OPPORTUNITIES

**Most** (69%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Journey level, Working Foreman
- Project Manager, Superintendent
- Equipment Operator II

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 620.281-046 620.281-050 625.281-010 905.663-014 904.383-010

For more information, see COG #147

### **EMPLOYMENT TRENDS**

Occupation size: Medium
Projected new jobs: 160
Openings due to separations: 110

Gender: 97% Male 3% Female Projected growth between 1999 - 2006 is faster than average, 20.8%

(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### **Degree of Difficulty in Finding Applicants**

Experienced: **Moderately Difficult.** Employer demand is somewhat greater than the supply of qualified applicants. Inexperienced: **Not Difficult.** Supply of qualified applicants is considerably greater than demand.

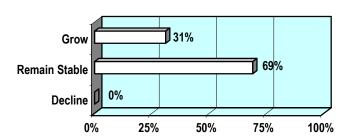
### **Annual Turnover**

Employers responding to the survey report a 4% annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	5%
New Positions	70%
Promotions	4%
Temporary	21%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



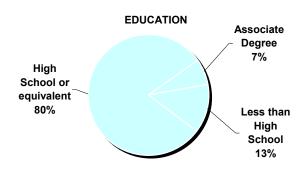
### PRIMARY RECRUITMENT METHODS

- Union Hall Referrals
- Employee Referrals
- Walk-In Applicants

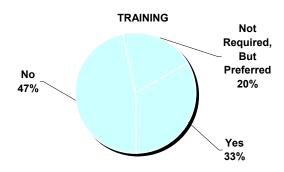
- Bridge/Tunnel/Elevated Highway
- Concrete Work
- General Single Family Houses
- Executive/Legislative Offices
- Heavy Construction
- Highway and Street
- Water/Sewer/Pipe Line/Power
- Wrecking/Demolition Work

Optometric Assistants maintain records, schedule appointments, perform bookkeeping, correspondence and filing, and obtain and record patient's preliminary case histories. They prepare patients for vision examination and assist with examination, and work with patients in vision therapy. They may assist patients with frame selection. **OES Code: 079364998**.

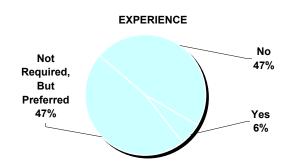
### **EMPLOYER REQUIREMENTS**



Almost All (80%) employers require a High School Diploma.



**Some** (33%) employers report that training is required prior to employment. **Type of training required:** An average of 6 months Optometric Technician. **Most** (63%) employers report that an average of 5 months of training is accepted as a substitute for experience.



A **few** (6%) employers report that work experience averaging 16 months is required. **Many** (50%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 7 months of Clerical, Billing/Office, Optician's Assistant, Medical, or Sales.

### SKILL SETS

### Important Skills for Newly Hired Employees

Manual dexterity, tactfulness, mathematics, instrument maintenance, laboratory work, record keeping, good appearance, and inventory maintenance.

### **New Skills**

People skills, legible handwriting, customer service, phone skills, mathematics, good memory, typing, general computer skills, and understanding of insurance.

### Important Skills for Career Advancement

Customer service, organization, leadership, technical, and certification.

### \*Computer Skills

Word Processing	63%
Spreadsheet	0%
Database	63%
Desktop Publishing	0%
Other	25%
(Office-Mate, Eye Care)	

\*Based on employers responding to this question.

### **Skill Shortages**

Basic bookkeeping/spreadsheets, intermediate computer skills (trouble shooting problems, loading programs), mathematics, spelling, optical experience, common sense, and grammar.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

WAGES Non-Union	Range	<u>Median</u>
	7.00 - \$12.00 7.00 - \$15.00 9.00 - \$18.00	\$ 9.00 \$11.00 \$14.00

Employers reported paying other compensation

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	63%	39
Part-Time	33%	22
Temporary/On Call	3%	14
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day. A *few* (7%) reported Swing, and a *few* (13%) reported Other: evening and Saturday.

### **Unionization:**

Union firms None Reported:

BENEFITS %	Employ A	er Pays II	Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	20	13	33	7	0	0
Dental	0	7	27	7	0	0
Vision	33	33	7	0	0	0
Life	0	7	13	7	0	0
Sick	47	27	13	7	0	0
Vacation	53	33	7	0	0	0
Retirement	13	13	13	7	0	0
Child Care	7	7	7	0	7	7
*Other	0	0	0	0	0	0

### PROMOTIONAL OPPORTUNITIES

**Most** (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Office Manager
- Safety Coordinator
- Optician

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 079.361-018 355.67-014 076.224-010 355.354-010

For more information, see COG #470

### **EMPLOYMENT TRENDS**

Occupation size:

Projected new jobs:

Openings due to separations:

Gender:

No Data Available

Sw Male

92% Female

Projected growth between 1999 - 2006 is No Data Available.

(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### **Degree of Difficulty in Finding Applicants**

Experienced: **Very difficult.** Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

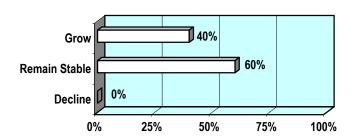
### **Annual Turnover**

Employers responding to the survey report a 29% annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	43%
New Positions	39%
Promotions	7%
Temporary	11%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



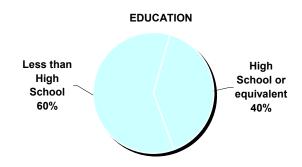
### PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- Employee Referrals
- Walk-in Applicants

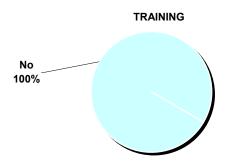
- Optical Goods Stores
- Offices of Optometrists

Packaging and Filling Machine Operators and Tenders operate or tend machines, such as filling machines, casing running machines, ham rolling machines, preservative filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as gas cylinders, meat and other food products, tobacco, insulation, ammunition, stuffed toys and athletic equipment, and upholstered pads, as end products or for storage and shipment. **OES Code: 929740** 

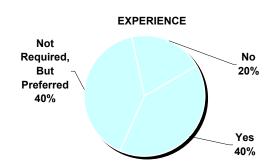
### **EMPLOYER REQUIREMENTS**



*Most* (60%) employers require less than a High School Diploma.



**All** (100%) employers report that training is not required prior to employment. **All** (100%) employers report that an average of 3 months of training is accepted as a substitute for experience.



**Many** (40%) employers report that work experience averaging 4 months is required. **Most** (75%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 11 months of Maintenance, Labor, or Bindery Worker.

### **SKILL SETS**

### Important Skills for Newly Hired Employees

Operation monitoring, operation and control, product inspection, trouble shooting, and testing.

### **New Skills**

None reported.

### Important Skills for Career Advancement

Craft skills, packing knowledge, reliability, attendance, common sense, good work ethic, customer service, product knowledge, leadership, responsibility, and communication.

### \*Computer Skills

Word Processing	100%
Spreadsheet	0%
Database	100%
Desktop Publishing	0%
Other	0 %
*Based on employers responding to this question	

### **Skill Shortages**

Language, communication.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms: All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

### **WAGES**

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$13.97	\$ 8.00
New hires, experienced:	\$ 7.50 - \$14.00	\$ 8.00
Experienced, 3 years with firm:	\$10.00 - \$20.00	\$12.00

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	41%	40
Part-Time	53%	35
Temporary/On Call	6%	36
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day. *Many* (40%) reported Swing, and *Many* (40%) reported Graveyard.

### Unionization

Union firms: *Many* (40%) employers report that they are union.

BENEFITS %	Employ A	er Pays II	Share	Cost		ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	40	0	60	20	0	0
Dental	20	0	40	20	20	0
Vision	40	0	40	20	0	0
Life	40	0	40	20	0	0
Sick	40	0	40	20	0	0
Vacation	80	20	20	0	0	0
Retirement	40	20	60	20	0	0
Child Care	0	0	0	0	0	0
*Other	20	0	0	0	20	0
* Flexible spending account, personal time						

### PROMOTIONAL OPPORTUNITIES

**All** (100%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Technician Level II
- Supervisor
- Machine Operator

### OTHER INFORMATION

Related **Dictionary of Occupational Titles (DOT) Code**:

920.685-074 920.685-078 51-9111.00

For more information, see COG #N/A

### **EMPLOYMENT TRENDS**

Occupation size: Medium Projected new jobs: 170 Openings due to separations: 110

Gender: 66% Male 34% Female
Projected growth between 1999 - 2006 is much faster than average,
32.7% (Average growth between 1999 - 2006 of all nonagricultural occupations in
Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### **Degree of Difficulty in Finding Applicants**

Experienced: Insufficient Data.

Inexperienced: **Not Difficult.** Supply of qualified applicants is considerably greater than demand.

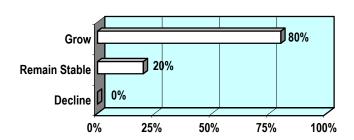
### **Annual Turnover**

Employers responding to the survey report a 11% annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	82%
New Positions	9%
Promotions	9%
Temporary	0%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



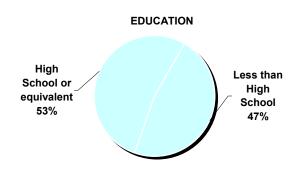
### PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- Walk-In Applicants

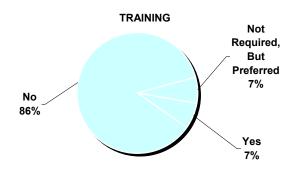
- Bakery Products No Cookies/Crackers
- Cane Sugar Refining
- Commercial Printing/Lithographic
- Grocery Stores
- Newspapers Publishing/Printing

Painters, Paperhangers, Construction and Maintenance paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric. **OES Code: 874020** 

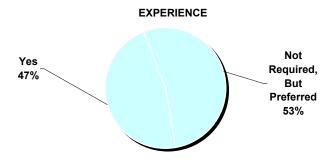
### **EMPLOYER REQUIREMENTS**



Many (53%) employers require less than a High School Diploma.



**Almost all** (86%) employers report that training is not required prior to employment. **Almost all** (80%) employers report that an average of 14 months of training is accepted as a substitute for



**Many** (47%) employers report that work experience averaging 19 months is required. **Most** (64%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 14 months of Drywall, Groundskeeper, Porter, Maintenance Worker, Laborer, Painter's Helper, Sheet Rocker, or Auto Body.

### **SKILL SETS**

### Important Skills for Newly Hired Employees

Product inspection, reading comprehension, operation and control, , information organization, and equipment selection.

### **New Skills**

Reliability, mechanically-inclined, and self-starter.

### Important Skills for Career Advancement

Communication, lifting heavy objects, customer service, quick learner, reliability, flexibility, team player, sense of direction, driving skills, physically-inclined, eye for detail, organization, inspector knowledge, reading comprehension, punctuality, task management, knowledge of paint, blueprint reading, focused, good judgment, good with people, computer skills and leadership qualities.

### \*Computer Skills

Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

<sup>\*</sup>Based on employers responding to this question.

### **Skill Shortages**

Ability to distinguish color.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

WAGES Non-Union/Union	Range	<u>Median</u>
New hires, no experience:	\$ 6.75 - \$13.00	\$ 9.00
New hires, experienced:	\$11.00 - \$18.05	\$12.00
Experienced, 3 years with firm:	\$14.00 - \$25.78	\$20.00

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	99%	40
Part-Time	1%	17
Temporary/On Call	0%	0
Seasonal	0%	0

Shifts: All (100%) employers reported Day.

### Unionization

Union firms: A few (13%) employers report that they are union.

BENEFITS %	Employ A	-	Share	Cost		ee Pays
	FT	PT	FT	PT	FT	PT
Medical	27	0	47	0	7	0
Dental	13	0	33	0	7	0
Vision	13	0	7	0	7	0
Life	0	0	13	0	20	0
Sick	7	0	13	0	0	0
Vacation	27	0	20	0	0	0
Retirement	13	0	20	0	13	0
Child Care	0	0	0	0	0	0
*Other	0	0	0	0	0	0

### **PROMOTIONAL OPPORTUNITIES**

**Almost all** (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Project Manager
- Foreman
- Maintenance Technician
- Supervisor
- Journey level
- Field Superintendent

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 842.361-018 842.381-014

For more information, see COG #148

### **EMPLOYMENT TRENDS**

Occupation size: Large
Projected new jobs: 370
Openings due to separations: 290

Gender: 99% Male 1% Female
Projected growth between 1999 - 2006 is faster than average,
25.9%. (Average growth between 1999 - 2006 of all nonagricultural occupations in
Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### **Degree of Difficulty in Finding Applicants**

Experienced: **Very Difficult** . Employer demand is considerably greater than the supply of qualified applicants.

Inexperienced: **Very Difficult.** Employer demand is considerably greater than the supply of qualified applicants.

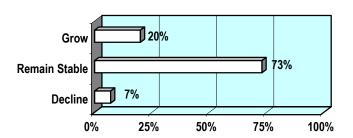
### **Annual Turnover**

Employers responding to the survey report a 15% annual turnover rate

### Percentage of New Hires in the Last Year

Employees Leaving	56%
New Positions	18%
Promotions	3%
Temporary	23%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



### PRIMARY RECRUITMENT METHODS

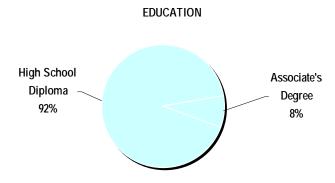
- Employee Referrals
- Newspaper Ads
- In-house Promotion or Transfer
- Walk-in Applicants

### WILED

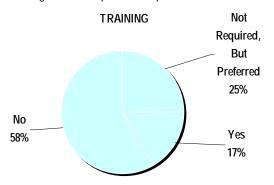
- General Single Family Houses
- Operators of Apartment Buildings
- Painting/Paper Hanging

Physical Therapy Aides prepare patients and treatment area for physical therapy treatments and assist Physical Therapists with treatments such as gait training, hydrotherapy, and exercise programs. They transport patients to and from treatment area and assemble and maintain equipment and supplies. They may perform routine clerical and related tasks. They work under continuous on-site supervision of a licensed/registered Physical Therapist. **OES Code:** 660172

### **EMPLOYER REQUIREMENTS**



**Almost all** (92%) employers report that recent new hires have completed their High School Diploma or equivalent.



A *Few* (17%) employers report that training is required prior to employment. *Almost all* (90%) employers report that training is accepted as a substitute for experience. **Type of training required**: An average of 19 months Massage Therapy, or Athletic Training.

**EXPERIENCE** 

### Not Required, But Preferred 66% No 17%

A *Few* (17%) employers report that work experience is required. *Almost all* (89%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 9 months Nursing Assistant, or Certified Athletic Trainer.

Key Terms:
All = 100%, Almost all = 80% - 99%, Most = 60% - 79%
Many = 40% - 59%, Some = 20% -39%, Few = less than 20%

Workforce Development questions were rated as follows:	WS:
The most prevalent obstacle to promotion:	
Lack of available positions	42%
Lack of motivation	17%
Lack of training	8%
Lack of upgraded skills	8%
Training resources used to upgrade skills:	
Community College	42%
On-the-Job Training	25%
Workshops	17%
Adult Education	0%
Other	8%
Apprenticeship training program availability:	
No	75%
Yes	25%
Type of employee found through a staffing service	):
None of the Above	92%
Temporary	8%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Time management, communication, and industry knowledge.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Electrical stimulation.

### **COMPUTER SKILLS SOUGHT:** (6 of 12 firms responding)

Word Processing	83%
Spreadsheet	33%
Database	33%

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### WAGES AND OTHER INFORMATION

### WAGES

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$8.00 - \$14.07	\$10.75
New hires, experienced:	\$8.00 - \$15.12	\$11.50
Experienced, 3 years with firm:	\$8.00 - \$16.18	\$12.00

Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$8.00 - \$15.89	\$11.95
New hires, experienced:	\$8.00 - \$16.68	\$14.60
Experienced, 3 years with firm:	\$9.50 - \$19.31	\$16.04

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	61%	40
Part-Time	19%	20
Temporary/On-Call	19%	21

### Unionization

Union firms 3 of 12 25%

BENEFITS %		loyer s All	Share	Cost	Empl Pay:	loyee s All
	FT	PT	FT	PT	FT	PT
Medical	42	8	58	17	0	0
Dental	33	8	50	8	0	0
Vision	33	8	42	0	0	0
Life	42	8	42	8	0	0
Sick	83	17	17	8	0	0
Vacation	83	8	17	8	0	0
Retirement	42	8	25	8	8	8
Child Care	0	0	8	0	0	0

### PROMOTIONAL OPPORTUNITIES

Some (25%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- **Physical Therapist**
- Occupational Therapist
- Physical Therapist Assistant

### Related Dictionary of Occupational Titles (DOT) Code:

076.121-014, 076.224-010, 355.354-010

For more information, see COG #117, 143, 145, 547

### **EMPLOYMENT TRENDS**

Occupation size: Insufficient data Projected new jobs: Insufficient data Openings due to separations: Insufficient data

21% Male 79% Female

Projected growth between 1997 – 2004: Insufficient data

(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced: Not difficult. Supply of qualified applicants is

considerably greater than demand.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

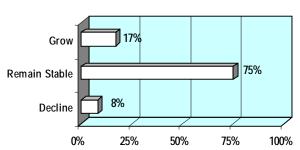
### **Annual Turnover**

Employers responding to the survey report a (27%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving	63%
New Positions	8%
Temporary	29%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



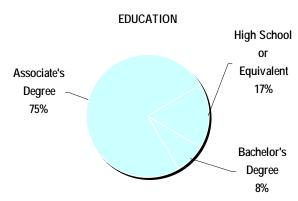
### PRIMARY RECRUITMENT METHODS

- Walk-in applicants
- Employee referrals
- Newspaper ads

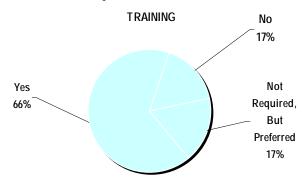
- Doctors of Medicine, Offices & Clinics
- Health Practitioners, Offices & Clinics, N.E.C.
- Hospitals, General Medical & Surgical
- Nursing Care Facilities, Skilled

Physical Therapy Assistants administer and assist with physical therapy treatments as planned and directed by a Physical Therapist. They administer treatments such as exercise, gait training, massage, whirlpool, and hot packs. They instruct, motivate, and assist patients with learning and improving functional activities. They may record patient treatments and maintain patient records. **OES Code:** 660171

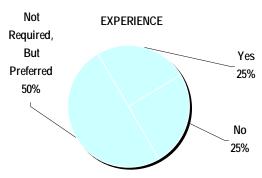
### **EMPLOYER REQUIREMENTS**



*Most* (75%) employers report that recent new hires have completed their Associate of Arts Degree.



**Most** (66%) employers report that training is required prior to employment. **Many** (56%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 16 months ROP Program or Athletic Training, or two year Physical Therapy Assistant Program.



**Some** (25%) employers report that work experience is required. **Some** (38%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 20 months Customer Service in health areas, Acupressure, or Massage Therapy.

Key Terms:	
All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,	
Many = 40%59%, Some = 20% - 39%, Few = less than 20%	

Workforce Development questions were rated as follows:	
l	
The most prevalent obstacle to promotion:	100/
Lack of available positions	42%
Lack of training	33%
Lack of upgraded skills	17%
Lack of motivation	8%
Training resources used to upgrade skills:	
Other	42%
On-the-Job Training	25%
Workshops	8%
Adult Education	8%
Community College	8%
Apprenticeship	8%
Apprenticeship training program availability:	
No	67%
Yes	25%
	2070
Type of employee found through a staffing service:	
None of the Above	58%
Temporary	33%
Temporary-to-Permanent	8%
Seasonal	8%
Project	0%
All of the Above	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Higher education, organization, industry knowledge, communication, time management, and occupational or physical therapy license.

### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Specific clinical training, valid CPR, and continuing education.

### **COMPUTER SKILLS SOUGHT:** (5 of 12 firms responding)

Word Processing	100%
Spreadsheet	20%
Database	40%
Desktop Publishing	20%

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### WAGES AND OTHER INFORMATION

### WAGES

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.50 - \$18.97	\$15.60
New hires, experienced:	\$14.38 - \$22.00	\$20.00
Experienced, 3 years with firm:	\$16.00 - \$25.00	\$20.50

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	39%	40
Part-Time	24%	21
Temporary/On-Call	37%	19
Unionization		

Union firms 2 of 12 17%

BENEFITS %		loyer s All	Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	33	8	42	33	0	0
Dental	33	8	42	33	0	0
Vision	33	8	25	25	0	0
Life	33	17	33	25	0	0
Sick	50	25	25	8	0	0
Vacation	50	25	25	8	0	0
Retirement	42	17	33	25	0	0
Child Care	0	0	8	8	0	0
Other	8	8	0	0	0	0
(Additional life insu	urance)					

### PROMOTIONAL OPPORTUNITIES

*Most* (58%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Aide
- Physical or Occupational Therapist
- Director
- **Out-Patient Supervisor**
- Clinic Manager

Related Dictionary of Occupational Titles (DOT) Code: 076.121-014, 076.224-010, 355.354-010

For more information, see COG #117, 143, 145, 547

### **EMPLOYMENT TRENDS**

Occupation size: Insufficient Data Projected new jobs: Insufficient Data Openings due to separations: **Insufficient Data** 

32% Male 68% Female Projected growth between 1997 – 2004 Insufficient Data

(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced: Not difficult. Supply of qualified applicants is

considerably greater than demand.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

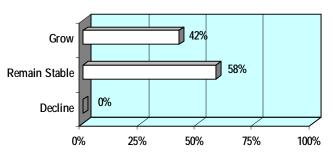
### **Annual Turnover**

Employers responding to the survey report a (22%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving	31%
New Positions	31%
Promotions	19%
Temporary	19%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



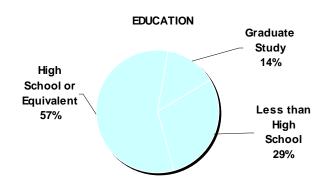
### PRIMARY RECRUITMENT METHODS

- Newspaper ads
- School, program referrals
- Employee referrals

- Doctors of Medicine, Offices & Clinics
- Health Practitioners, Offices & Clinics, N.E.C.
- Hospitals, General medical & Surgical
- Nursing Care Facilities, Skilled
- Nursing & Personal Care Facilities, N.E.C.

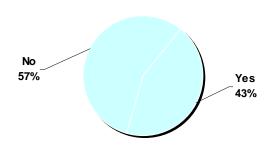
Plastering and Stucco Masons apply coats of plaster onto interior or exterior walls, ceilings, and partitions of buildings to produce finished surfaces according to blueprints, architect's drawings, or oral instructions. **OES Code: 873170** 

### **EMPLOYER REQUIREMENTS**



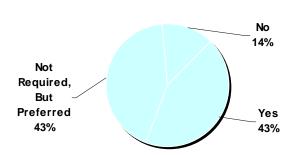
*Many* (57%) employers require a High School Diploma.

### **TRAINING**



*Many* (43%) employers report that training is required prior to employment. Type of training required: An average of 48 months Plasterer Training and Union Training. *Most* (67%) employers report that an average of 38 months of training is accepted as a substitute for experience.

### **EXPERIENCE**



*Many* (43%) employers report that work experience averaging 33 months is required. *Some* (33%) employers report that experience in other occupations is accepted. Other acceptable work experience: An average of 27 months Union trained or Construction.

### SKILL SETS

### **New Skills**

Written Communication.

### Important Skills for Career Advancement

Math, supervision, plan reading, verbal communication, management, leadership, organization and planning, computers, reliability and good work ethic.

### \*Computer Skills

Word Processing	100%
Spreadsheet	100%
Database	50%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### Skill Shortages

Organization, leadership and management skills of operation crews.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$15.00	\$10.00
New hires, experienced:	\$10.00 - \$28.00	\$20.00
Experienced, 3 years with firm:	\$15.00 - \$28.00	\$21.50

Union	<u>Range</u>	<u>Median</u>	
New hires, no experience: New hires, experienced:	Insufficient Data \$26.76 - \$30.00	Insufficient Data \$28.76	
Experienced, 3 years with firm	: \$28.76 - \$31.64	\$30.00	

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	98%	39
Part-Time	2%	20
Temporary/On Call	0%	0
Seasonal	0%	0

Shifts: All (100%) employers reported Day.

### Unionization

Union firms: *Many* (43%) employers report that they are union.

BENEFITS %	Employ A	er Pays II	Share	are Cost Employe		-
	FT	PT	FT	PT	FT	PT
Medical	71	0	0	0	14	0
Dental	43	0	0	0	0	0
Vision	43	0	0	0	0	0
Life	14	0	0	0	29	0
Sick	14	0	0	0	29	0
Vacation	43	0	0	0	0	0
Retirement	57	0	0	0	0	0
Child Care	0	0	0	0	14	0
Other	0	0	0	0	0	0

### PROMOTIONAL OPPORTUNITIES

*Most* (71%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Foreman
- Project Superintendent Manager
- Lead
- Estimator

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 842.361-018 842.361-022 842.361-026 842.381-014

For more information, see COG #249

### **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 70 Openings due to separations: 40

98% Male Gender: 2% Female Projected growth between 1997 – 2004 is much faster than average, 33.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

### Degree of Difficulty in Finding Applicants

Experienced: Not Difficult. Supply of qualified applicants is

considerably greater than demand.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

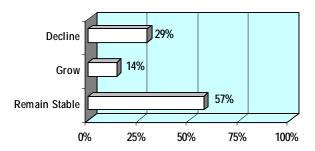
### **Annual Turnover**

Employers responding to the survey report a (8%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving	4%
New Positions	5%
Promotions	0%
Temporary	91%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



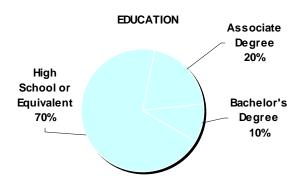
### PRIMARY RECRUITMENT METHODS

- **Employee Referrals**
- **Union Hall Referrals**
- In-house Promotion or Transfer

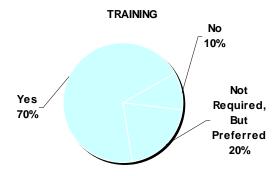
- Contractors, General, Single-Family Residential
- Contractors, Plastering, Drywall, Acoustical & Insulation

Police Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling a specific area on foot or in a vehicle; directing traffic; issuing traffic summonses; investigating accidents; apprehending, arresting and processing prisoners; and giving evidence in court. **OES Code: 630140** 

### **EMPLOYER REQUIREMENTS**

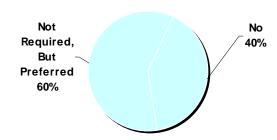


Most (70%) employers require a High School Diploma.



**Most** (70%) employers report that training is required prior to employment. **Type of training required:** An average of 7 months Police Basic Academy Graduate. A **few** (17%) employers report that an average of 5 months of training is accepted as a substitute for experience.

### **EXPERIENCE**



**Most** (60%) employers report that work experience averaging 10 months is preferred. **Many** (50%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 18 months Post Basic Certificate, Police Officer, Military or responsible employment.

### **SKILL SETS**

### **New Skills**

Oral communication, written communication, community policing, basic police academy, computer training and common sense.

### Important Skills for Career Advancement

Education, experience, training, strong work ethic, leadership, experience in multiple assignments, investigation experience, SWAT, college education, knowledge of current laws and knowledge of the job.

### \*Computer Skills

Word Processing	100%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other	0%

\*Based on employers responding to this question.

### Skill Shortages

Writing skills, report writing, life experiences, maturity, computer skills, English usage, basic grammar and punctuality.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

### **WAGES**

Union/Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced:	\$20.71 - \$26.62 \$20.71 - \$29.39	\$23.03 \$24.11
Experienced, 3 years with firm:		\$27.76

Employers reported paying other compensation.

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	100%	40
Part-Time	0%	0
Temporary/ On Call	0%	0
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day, Swing and Graveyard. A *few* (10%) reported Other: relief shifts.

### Unionization

Union firms: *Almost all* (90%) employers report that they are union.

BENEFITS %	Employ A	er Pays II	Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	80	0	20	0	0	0
Dental	80	0	20	0	0	0
Vision	40	0	30	0	0	0
Life	80	0	20	0	0	0
Sick	90	0	0	0	10	0
Vacation	90	0	0	0	10	0
Retirement	80	0	20	0	0	0
Child Care	10	0	0	0	10	0
Other	0	0	0	0	0	0

### PROMOTIONAL OPPORTUNITIES

**All** (100%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Sergeant
- Captain
- Lieutenant
- Corporal

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 375.367-014 375.367-018 379.263-014

For more information, see COG #457

### **EMPLOYMENT TRENDS**

Occupation size: Large Projected new jobs: 260 Openings due to separations: 260

Gender: 91% Male 9% Female
Projected growth between 1997 – 2004 is faster than average,
20.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in
Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

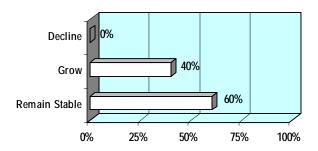
### **Annual Turnover**

Employers responding to the survey report a (10%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving	54%
New Positions	11%
Promotions	35%
Temporary	0%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



### PRIMARY RECRUITMENT METHODS

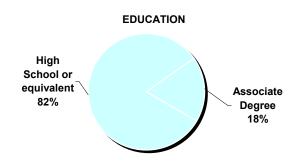
- Employee Referrals
- Newspaper Ads
- Trade Journals

- Executive/legislative Officers
- Local Government
- Police Protection

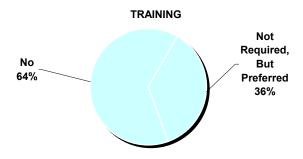
Production, Planning, and Expediting Clerks duties are primarily clerical in nature and involve coordinating and expediting the flow of work and materials within or between departments of an establishment according to production schedules. This includes reviewing and distributing production schedules and work orders, conferring with department supervisors to determine progress of work and completion dates, and compiling reports on progress of work and production problems. Their duties may also include scheduling workers and estimating costs, routing and delivering parts to insure production quotas are met, and scheduling shipment of parts. They may keep inventory of material in departments and insure that merchandise is shipped by vendor on the promised date, and write special orders for services and merchandise.

**OES Code: 580080** 

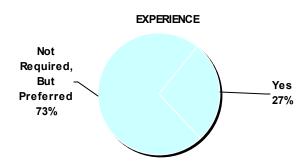
### **EMPLOYER REQUIREMENTS**



Almost all (82%) employers require a High School Diploma.



**Most** (64%) employers report that training is not required prior to employment. **Most** (73%) employers report that an average of 14 months of training is accepted as a substitute for experience. **Type of training preferred:** An average of 14 months Production Planning, Data Entry, AA Degree, or Bachelor's Degree or Certificate in Marketing.



**Some** (27%) employers report that work experience averaging 20 months is required. *Many* (55%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 27 months of Stock Clerk, Assembler, Shipping, Inventory Control, Specification Review, Scheduling, or Sales.

### SKILL SETS

### Important Skills for Newly Hired Employees

Active listening, problem identification, coordination, reading comprehension, implementation planning, systems perception, monitoring, Ability to perform basic mathematics, information gathering.

### **New Skills**

Ability to read, people skills, good communication, and time management.

### Important Skills for Career Advancement

Customer service, organization, independent judgment, problem solving, initiative, ability to be a lead person, supervision, accounting, motivation, loyalty, stress management, accomplishment of different tasks at various levels, computer knowledge, communication, patience, people skills, product knowledge, good verbal skills, and planning.

### \*Computer Skills

Word Processing	80%
Spreadsheet	80%
Database	20%
Desktop Publishing	0%
Other	10%
(SAP)	

<sup>\*</sup>Based on employers responding to this question.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms: All = 100%, Almost All = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

### **WAGES AND BENEFITS**

WA	ges
----	-----

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$20.14	\$11.50
New hires, experienced:	\$10.00 - \$23.97	\$14.38
Experienced, 3 years with firm:	\$10.64 - \$40.00	\$16.78

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	97%	40
Part-Time	3%	10
Temporary/On Call	0%	0
Seasonal	0%	0

Shifts: All (100%) employers reported Day.

Unionization

Union firms: None Reported.

Employee Pays All	
PT	
0	
0	
0	
0	
0	
0	
0	
0	
0	

\*Flexible spending account, LTD insurance

### PROMOTIONAL OPPORTUNITIES

**Most** (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Division Manager
- Sales/ Production Manager
- General Manager
- Department Supervisor
- Shipping Supervisor
- Purchasing
- Buyer

### OTHER INFORMATION

Related **Dictionary of Occupational Titles (DOT) Code:** 012.167-030 012.167-042 012.167-046 012.167-054 221.167-014 221.167-018 221.367-042

For more information, see COG #271

### **EMPLOYMENT TRENDS**

Occupation size: Medium Projected new jobs: 50
Openings due to separations: 50

Gender: 44% Male 56% Female Projected growth between 1999-2006 is slower than average, 8.9%. (Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### **Degree of Difficulty in Finding Applicants**

Experienced: **Very Difficult**. Employer demand is considerably greater than the supply of qualified applicants.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

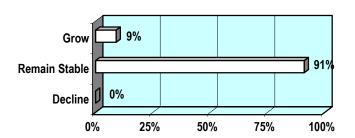
### **Annual Turnover**

Employers responding to the survey report a 37% annual turnover rate

### Percentage of New Hires in the Last Year

Employees Leaving	96%
New Positions	4%
Promotions	0%
Temporary	0%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



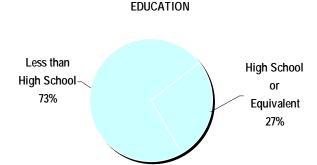
### PRIMARY RECRUITMENT METHODS

- In-house Promotion or Transfer
- Employee Referrals
- Newspaper Ads

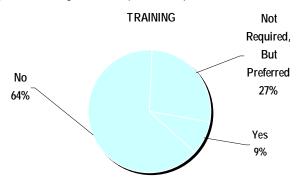
- Electronic Components
- Hand/Edge Tools/No Machines
- Industrial/Commercial Machinery
- Industrial Devices/Display
- Laboratory Analytical Instruments
- Motor Vehicle Dealer New/Used
- Pumps/Pumping Equipment
- Ready Mixed Concrete
- Switch Gear/Board Apparatus
- Telephone Communications
- Typesetting

Pruners prune and treat ornamental and shade trees and shrubs in yards and parks to improve their appearance, health, and value. They cut away dead and excess branches from trees using handsaws, pruning hooks, shears, and clippers. They may use truck-mounted hydraulic lifts and power pruners, and they may scrape decayed matter from cavities in trees and fill holes with cement to promote healing and prevent further deterioration. Does not include workers who also perform the duties of Sprayers and Applicators or Lawn Maintenance Workers. **OES Code: 790330** 

### **EMPLOYER REQUIREMENTS**



*Most* (73%) employers report that recent new hires have not completed their High School Diploma or equivalent.



*A few* (9%) employers report that training is required prior to employment. *Almost all* (80%) employers report that training is accepted as a substitute for experience. **Type of training required**: An average of 8 months tree climbing, landscape, or saw cutting.

**EXPERIENCE** 

# Not Required, But Preferred 55% No

**Some** (36%) employers report that work experience is required. **Some** (33%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 3 months landscaping.

Key	Terms:		
ΛII	1000/	A lune a a t	_

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows	:
The most prevalent obstacle to promotion:	
Lack of upgraded skills	55%
Lack of motivation	27%
Lack of available positions	18%
Lack of training	0%
Training resources used to upgrade skills:	
On-the-Job Training	73%
Workshops	27%
Community College	18%
Adult Education	9%
Apprenticeship	9%
Apprenticeship training program availability:	
No	100%
Yes	0%
Staffing Service use to find the following employees:	
None of the Above	91%
Temporary	9%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Fast learner, communication skills, supervisory skills, horticulture, irrigation, management skills, and organization.

### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Experience with chain saw, chippers, mowing and general labor.

### **COMPUTER SKILLS SOUGHT**

None reported

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

191 Jobs Represented PRUNERS

### WAGES AND OTHER INFORMATION

### **WAGES**

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$10.00	\$ 8.00
New hires, experienced:	\$ 5.75 - \$15.00	\$10.00
Experienced, 3 years with firm:	\$ 5.75 - \$20.00	\$13.00

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	90%	40
Part-Time	2%	24
Seasonal	8%	32

### Unionization

None reported

BENEFITS %		loyer s All	Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	36	0	36	0	9	9
Dental	9	0	36	0	9	9
Vision	0	0	18	0	0	0
Life	18	0	0	0	9	0
Sick	27	0	0	0	0	0
Vacation	73	9	9	0	0	0
Retirement	18	0	45	0	0	0
Child Care	9	0	0	0	9	0
Other	0	0	0	0	0	0

### PROMOTIONAL OPPORTUNITIES

*Most* (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Foreman
- Supervisor
- Crew Leader
- Area Manager
- Dendrician I, II, III

Related Dictionary of Occupational Titles (DOT) Code: 408.181-010, 408.181-018

For more information, see COG #N/A

### **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 10 Openings due to separations: 30

Gender: 99% Male 1% Female Projected growth between 1997 – 2004 is slower than average, 8.3%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

### **Degree of Difficulty in Finding Applicants**

Experienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

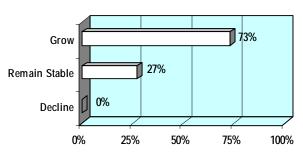
### **Annual Turnover**

Employers responding to the survey report a (34%) annual turnover rate

### Percentage of New Hires in the Last Year

Employees Leaving	49%
New Positions	16%
Promotions	16%
Temporary	18%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



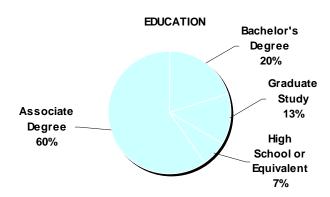
### PRIMARY RECRUITMENT METHODS

- Walk-in applicants
- Newspaper ads
- Employee referral
- In-house promotion or transfer

- Fruits, Deciduous Tree
- Landscape Counseling & Planning
- Lawn, Garden & Landscape Services
- Ornamental Shrub & Tree Services

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers. **OES Code: 325020** 

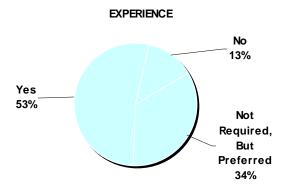
### **EMPLOYER REQUIREMENTS**



*Most* (60%) employers require an Associate Degree.

# Yes 80%

**Almost all** (80%) employers report that training is required prior to employment. **Type of training required:** An average of 25 months graduation from nursing school, CA RN license, pediatric/family practice, and nursing certification. A **few** (15%) employers report that an average of 27 months of training is accepted as a substitute for experience.



*Many* (53%) employers report that work experience averaging 11 months is required. *Some* (36%) employers report that experience in other occupations is accepted. Other acceptable work experience: An average of 6 months in-home RN infusion therapist, pediatric experience, or medical experience.

### **SKILL SETS**

### New Skills

Pediatric sedation, supervisory, administrative skills, BS degree, continuing education for nurses and keeping up with current technology.

### Important Skills for Career Advancement

Extra schooling, experience, leadership, management skills, people skills, certification, and multi-tasking.

### \*Computer Skills

50%
0%
50%
0%
50%

(Scheduling software, Achieve, Pediatric Partners, S.I.S. Medical Program, Radiology Information Systems)

\*Based on employers responding to this question.

### Skill Shortages

Leadership.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

### **WAGES AND BENEFITS**

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$14.00 - \$24.00	\$21.50
New hires, experienced:	\$20.62 - \$35.00	\$25.57
Experienced, 3 years with firm:	\$18.00 - \$37.00	\$27.00

Union	<u>Range</u>	<u>Median</u>
Union	Kange	McGiaii

New hires, no experience: Insufficient Data Insufficient Data
New hires, experienced: \$19.47 - \$28.33 \$22.22
Experienced, 3 years with firm: \$19.47 - \$29.76 \$22.82

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	30%	40
Part-Time	35%	21
Temporary/On Call	35%	19
Seasonal	0%	0

Shifts: *All* (100%) employers reported Day; *many* (47%) reported Swing; *many* (40%) reported Graveyard; and a *few* (7%) reported Other: on call.

### Unionization

Union firms: *Some* (20%) employers report that they are union.

BENEFITS %	Employ A	er Pays II	Share	Cost		ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	47	20	33	20	7	0
Dental	47	20	33	20	7	0
Vision	33	13	20	13	0	0
Life	47	20	7	0	0	0
Sick	80	53	7	0	0	0
Vacation	67	47	7	0	0	0
Retirement	13	0	33	13	27	13
Child Care	0	0	0	0	0	7
Other	0	0	0	0	0	0

### PROMOTIONAL OPPORTUNITIES

*Many* (53%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Charge Registered Nurse
- Supervisor Registered Nurse
- Center Director
- Director of Nurses

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 075.167-010 075.374-014 075.364-010 075.127-030

For more information, see COG #29

### **EMPLOYMENT TRENDS**

Occupation size: Very large Projected new jobs: 850
Openings due to separations: 500

Gender: 10% Male 90% Female Projected growth between 1997 – 2004 is faster than average, 21.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

### Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably

greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

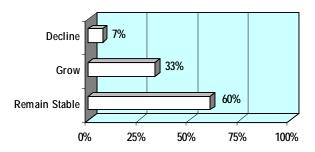
### **Annual Turnover**

Employers responding to the survey report a (10%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving569	%
New Positions 2º	%
Promotions 0 <sup>o</sup>	%
Temporary42°	%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



### PRIMARY RECRUITMENT METHODS

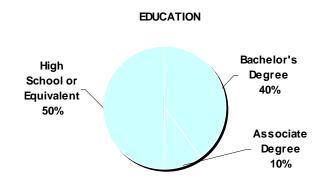
- Employee Referrals
- Newspaper Ads
- Walk-In Applicants
- Internet

- Doctors of Medicine, Offices & Clinics
- Employment Agencies & Executive Search
- Hospitals, General medical & Surgical
- Nursing Care Facilities, Skilled
- Outpatient Treatment Centers & Clinics, N.E.C.
- Residential Care
- School, Elementary & Secondary

### SALES AGENTS – SECURITIES, COMMODITIES & FINANCIAL SERVICES 10 Employers Represented

Securities, Commodities, and Financial Services Sales Agents buy and sell securities upon customers' requests, or call upon businesses and individuals to sell financial services for banks and savings and loan associations. They advise securities customers about such thinks as stocks, bonds, and market conditions, and provide financial services, such as loan, tax, and securities counseling. **OES Code: 430140** 

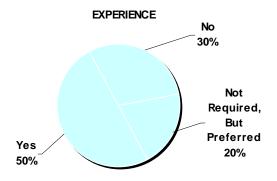
### **EMPLOYER REQUIREMENTS**



*Many* (50%) employers require a High School Diploma.

# Yes 20% No 80%

**Some** (20%) employers report that training is required prior to employment. **Type of training required**: An average of 3 months California Department of Real Estate License, and On-the-Job Training. **Some** (29%) employers report that an average of 14 months of training is accepted as a substitute for experience.



*Many* (50%) employers report that work experience averaging 44 months is required. *Many* (57%) employers report that experience in other occupations is accepted. Other acceptable work experience: An average of 17 months Credit Union, Sales, Broad Financial Services Experience, CPA, Attorney, Insurance, or Banking.

### **SKILL SETS**

### **New Skills**

Endurance, math skills, financial calculations, communication, public speaking, and taxes

### Important Skills for Career Advancement

Sales, people skills, math, critical thinking, marketing, self-starter, portfolio, investment management, sales follow-up, and business letter writing.

### \*Computer Skills

Word Processing	100%
Spreadsheet	89%
Database	78%
Desktop Publishing	33%
Other	67%

(Loansoft, Condor, PowerPoint, Quickbooks)

\*Based on employers responding to this question.

### Skill Shortages

Sales skills, financial preparation, marketing, and mathematical knowledge.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

### **WAGES AND BENEFITS**

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.59 - \$11.51	\$11.03
New hires, experienced:	\$11.51 - \$23.01	\$16.62
Experienced, 3 years with firm:	\$11.51 - \$35.48	\$27.57

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	100%	46
Part-Time	0%	0
Temporary/On Call	0%	0
Seasonal	0%	0

Shifts: *Almost all* (80%) reported Day; *Some* (20%) reported Other: 6:00 AM-6:00PM, flexible hours.

### Unionization

Union firms None reported

BENEFITS %	Employ A	er Pays II	Share	Cost	Employ A	ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	30	0	50	0	0	0
Dental	20	0	40	0	0	0
Vision	10	0	40	0	0	0
Life	20	0	30	0	0	0
Sick	50	0	0	0	0	0
Vacation	40	0	0	0	0	0
Retirement	10	0	70	0	0	0
Child Care	0	0	10	0	0	0
Other	0	0	0	0	0	0

### PROMOTIONAL OPPORTUNITIES

**Almost all** (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Vice President
- Manager
- Loan Supervisors
- Branch Managers

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 162.167 - 034 162.167 - 038 250.257 - 018 250.257 - 022

For more information, see COG #252

### **EMPLOYMENT TRENDS**

Occupation size: Medium Projected new jobs: 340 Openings due to separations: 50

Gender: 74% Male 26% Female Projected growth between 1997 – 2004 is much faster than average, 47.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

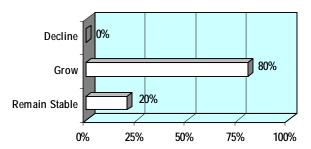
### **Annual Turnover**

Employers responding to the survey report a (8%) annual turnover rate

### Percentage of New Hires in the Last Year

Employees Leaving	18%
New Positions	
Promotions	27%
Temporary	0%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



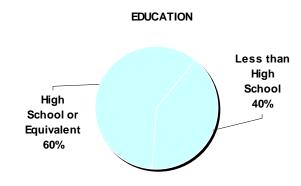
### PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Newspaper Ads
- Walk-In Applicants
- Other: Referrals and professional recruiters

- Securities Brokers & Investment Bankers
- Mortgage Bankers & Loan Correspondents
- Credit Unions, Federally Chartered

Retail Salespersons (except Vehicle Sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers. **OES Code: 490112** 

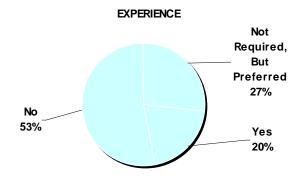
### **EMPLOYER REQUIREMENTS**



*Most* (60%) employers require a High School Diploma.

# Not Required, But Preferred 21%

**Some** (21%) employers report that training is not required, but preferred prior to employment. **Type of training preferred**: An average of 6 months Bicycle Mechanic, or Sales. **Some** (29%) employers report that an average of 5 months of training is accepted as a substitute for experience.



**Some** (20%) employers report that work experience averaging 6 months is required. **Most** (71%) employers report that experience in other occupations is accepted. **Other acceptable work experience:** An average of 7 months Sales, Merchandising, Sports Retail, or Customer Service Business.

### **SKILL SETS**

### **New Skills**

Knowledge of display, sales, computer knowledge, excellent customer service, organizational skills, and cash register.

### Important Skills for Career Advancement

Business degree, on the job training, honesty, people skills, dependability, customer service, math, marketing, and communication skills.

### \*Computer Skills

Word Processing 60%
Spreadsheet 40%
Database 20%
Desktop Publishing 20%
Other 60%

(Cash register, Internet)

\*Based on employers responding to this question.

### Skill Shortages

Customer service, accounting, awareness of shoplifting, spelling, legible handwriting, and communication skills.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

### **WAGES AND BENEFITS**

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.25 - \$ 7.50	\$ 6.75
New hires, experienced:	\$ 6.50 - \$14.38	\$ 8.00
Experienced, 3 years with firm:	\$ 7.00 - \$12.00	\$10.00

Employers reported paying other compensation.

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	69%	37
Part-Time	22%	20
Temporary/On Call	5%	14
Seasonal	3%	32

**Shifts:** *All* (100%) employers reported Day; *some* (33%) reported Swing; a *few* (7%) reported Graveyard; and *some* (27%) reported Other: closing and 10:00 AM – 7:00 PM.

### Unionization

None reported.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	13	0	33	20	0	0
Dental	7	0	33	13	7	0
Vision	7	0	33	13	7	0
Life	20	0	13	0	7	0
Sick	33	7	13	7	0	0
Vacation	40	7	7	7	0	0
Retirement	13	7	20	0	7	0
Child Care	0	0	0	0	0	0
Other	0	0	0	0	0	0

### PROMOTIONAL OPPORTUNITIES

**Almost all** (93%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Sales Coordinators
- Manager
- Brand Manager

### **OTHER INFORMATION**

Related Dictionary of Occupational Titles (DOT) Code:

261.357 - 066 279.357 - 054 290.477 - 014 277.357 - 058 261.354 - 010 270.357 - 014 277.357 - 042 299.464 - 010

For more information, see COG #536

### **EMPLOYMENT TRENDS**

Occupation size: Very large Projected new jobs: 1600 Openings due to separations: 2920

Gender: 25% Male 75% Female Projected growth between 1997 – 2004 is slower than average, 15.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experience: *Moderately difficult.* Employer demand is somewhat

greater than the supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat

greater than the supply of qualified applicants.

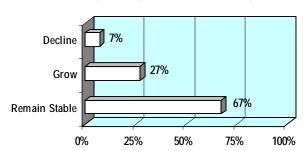
### **Annual Turnover**

Employers responding to the survey report a (19%) annual turnover

Percentage of New Hires in the Last Year

Employees Leaving	0%
New Positions	
Promotions	7%
Temporary	3%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



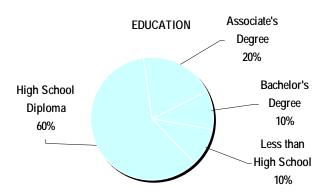
### PRIMARY RECRUITMENT METHODS

- Employee Referrals
- Walk-in Applicants
- Newspaper Ads

- Clothing Stores, Women's
- Department Stores
- Family Clothing Stores
- Groceries, General Line Wholesale

Sales Representatives, (except Scientific and Related Products and Services) sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers. **OES Code: 490080** 

### **EMPLOYER REQUIREMENTS**

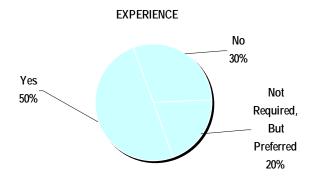


*Many* (60%) employers report that recent new hires have completed their High School Diploma or equivalent.

**TRAINING** 

## No Required, But Preferred 25%

**No** (0%) employers report that training is required prior to employment. **Many** (57%) employers report that training is accepted as a substitute for experience. **Type of training required:** None



*Most* (67%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 14 months mechanical, newspaper, marketing or hotel experience.

Key Terms:
All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,
·
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development guestions were reted as f	allawa:
Workforce Development questions were rated as for	Ollows:
The most prevalent obstacle to promotion: Lack of motivation	50%
Lack of available positions	30%
Lack of training	0%
Lack of upgraded skills	0%
Training resources used to upgrade skills:	
On-the-Job Training	70%
Workshops	30%
Community College	10%
Adult Education	0%
Apprenticeship	0%
Apprenticeship training program availability:	60%
Yes	20%
Type of employee found through a staffing serv	
None of the Above	80%
All of the Above	10%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Consistent production, customer services, management, budgeting, organization, leadership, and aggressive.

### NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

People skills.

### **COMPUTER SKILLS SOUGHT:** (7 of 10 firms responding)

Word Processing	86%
Spreadsheet	57%
Database	57%
Other	43%

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A

### LICENSING REQUIRMENTS

Please refer to Appendix B.

### WAGES AND OTHER INFORMATION

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience: New hires, experienced:	\$ 9.59 - \$14.38 \$13.81 - \$15.00	\$11.51 \$14.38
Experienced, 3 years with firm:	\$11.51 - \$19.18	\$16.89

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	96%	41
Temporary/On-Call	2%	30
Seasonal	2%	24

### Unionization

None reported

BENEFITS %		loyer s All	Share	Cost	Empl Pay:	loyee s All
	FT	PT	FT	PT	FT	PT
Medical	40	0	40	0	20	0
Dental	20	0	50	0	20	0
Vision	10	0	40	0	20	0
Life	20	0	20	0	20	0
Sick	80	0	10	0	10	0
Vacation	90	0	0	0	10	0
Retirement	20	0	50	0	10	0
Child Care	0	0	0	0	20	0
Other	0	0	20	0	0	0
(Credit Union, cell phone, discounts: theme park, rooms)						

### PROMOTIONAL OPPORTUNITIES

**Almost all** (90%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Brand Manager
- Director of Sales/Director of Catering
- President
- Sales Manager/Area Sales Manager
- Field Counsel
- National Account Representative

### Related Dictionary of Occupational Titles (DOT) Code: 279.150-010

For more information, see COG #542

### **EMPLOYMENT TRENDS**

Occupation size: Large
Projected new jobs: 140
Openings due to separations: 210

Gender: 66% Male 34% Female Projected growth between 1997 – 2004 is slower than average, 11.9%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced: *Not difficult.* Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

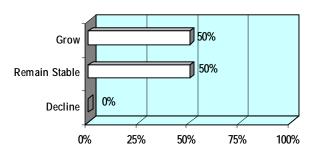
### **Annual Turnover**

Employers responding to the survey report a (37%) annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	45%
New Positions	34%
Promotions	14%
Temporary	7%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



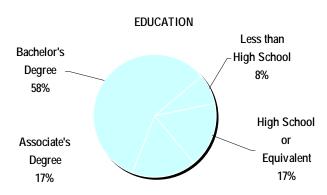
### PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- In-house promotion or transfer

- Auto and Home Supply Stores
- Carpet & Upholstery Cleaning
- Contractors, Floor Laying & Floor Work, N.E.C.
- Contractors, Plumbing, Heating, & Air Conditioning
- Groceries, General Line, Wholesale
- Lumber, Plywood, Millwork & Wood Panels, Wholesale
- Services Establishment Equipment & Supplies, Wholesale

Software Engineers research, design, and develop computer software systems, in conjunction with hardware product development, applying principles and techniques of computer science, engineering, and mathematical analysis. They consult with hardware engineers and other engineering staff to evaluate interface between hardware and software, and operational and performance requirements of overall system. They formulate and design software systems to predict and measure outcome and consequences of design. They develop and direct software system testing procedures, programming, and documentation. **OES Code: 030062999** 

### **EMPLOYER REQUIREMENTS**

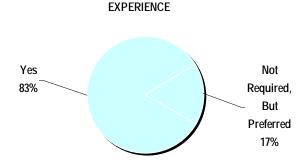


*Many* (58%) employers report that recent new hires have completed their Bachelor's Degree.

# No 43% Not Required, But Preferred 14%

TRAINING

**Many** (43%) employers report that training is required prior to employment. **Some** (25%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 24 months mechanical or electrical engineering, computer science, or programming course.



**Almost all** (83%) employers report that work experience is required. **Many** (40%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 25 months related software, manufacturing, health care, or accounting

related software, mandiacturing, health care, or accounting.	
Key Terms:	
All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,	
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%	

Workforce Development questions were rated as follows:	:
The most prevalent obstacle to promotion:	
Lack of training	40%
Lack of upgraded skills	30%
Lack of available positions	30%
Lack of motivation	0%
Training resources used to upgrade skills:	
On-the-Job Training	70%
Workshops	50%
Adult Education	30%
Other	20%
Community College	10%
Apprenticeship	0%
Apprenticeship training program availability:	
No	80%
Yes	20%
Type of employee found through a staffing service:	
None of the Above	50%
Temporary-to-Permanent	40%
Temporary	30%
Project	30%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Computer software, management skills, leadership, current industry knowledge, budget and people skills.

### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Learn and apply company policy, database management, IDMS, DB2, and Oracle.

### **COMPUTER SKILLS SOUGHT:** (12 of 12 firms responding)

Word Processing	50%
Spreadsheet	58%
Database	50%
Desktop Publishing	17%
Other	67%

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### WAGES AND OTHER INFORMATION

### WAGES

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	Insufficient data
New hires, experienced:	\$14.38 - \$30.00	\$23.19
Experienced, 3 years with firm:	\$19.37 - \$43.15	\$28.45

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	90%	41
Part-Time	2%	19
Temporary/On-Call	8%	40

### Unionization

None Reported

BENEFITS %		loyer s All	Share	Cost	Empl Pays	oyee s All
	FT	PT	FT	PT	FT	PT
Medical	17	0	75	0	8	0
Dental	25	0	58	0	8	0
Vision	25	0	42	0	0	0
Life	33	0	42	0	17	0
Sick	75	8	8	0	0	0
Vacation	75	8	8	0	0	0
Retirement	0	8	58	0	33	8
Child Care	0	0	0	0	33	17
Other	8	0	33	8	17	0
(E-stock, 401K, healthclub)						

### PROMOTIONAL OPPORTUNITIES

**Almost all** (83%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Director
- Information Systems Project manager
- Manager/Vice President
- Senior/Principle Consultant
- Software Development Senior E-Level
- Software System Engineer III

### Related Dictionary of Occupational Titles (DOT) Code: 030.062-010

For more information, see COG #N/A

### **EMPLOYMENT TRENDS**

Occupation size: Insufficient Data
Projected new jobs: Insufficient Data
Openings due to separations: Insufficient Data

Gender: 62% Male 38% Female

Projected growth between 1997 – 2004 Insufficient Data

(Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced: *Very difficult.* Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

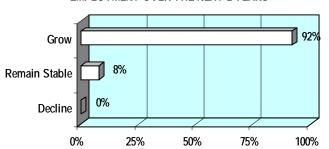
### **Annual Turnover**

Employers responding to the survey report a (20%) annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	17%
New Positions	
Promotions	11%
Temporary	25%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



### PRIMARY RECRUITMENT METHODS

- Internet
- Employee referrals
- Colleges/Universities
- Private Employment Agencies

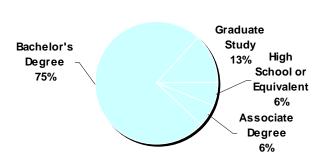
- Computer & Computer Software Stores
- Computer & Data Processing Services
- Computer Related Services, N.E.C.
- Hospitals, General Medical & Surgical
- Radio & TV Broadcasting & Communications Equipment
- Search, Detection, Navigation, Guidance, Aeronautical & Nautical Systems & Instruments
- Software Development, Custom

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Includes vocational high school teachers. Does not include special education teachers who teach only students with disabilities.

OES Code: 313080

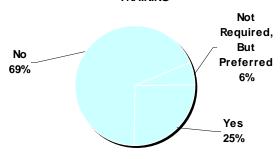
### **EMPLOYER REQUIREMENTS**





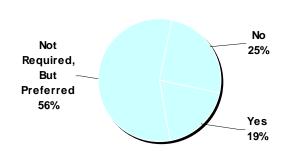
*Most* (75%) employers require a Bachelor's Degree.

### **TRAINING**



**Some** (25%) employers report that training is required prior to employment. **Type of training required**: An average of 39 months Vocational, Teaching Credential or In-House training. **Some** (33%) employers report that an average of 16 months of training is accepted as a substitute for experience.

### **EXPERIENCE**



A *few* (19%) employers report that work experience averaging 20 months is required. *Many* (40%) employers report that experience in other occupations is accepted. Other acceptable work experience: An average of 27 months credentialed teaching experience, related teaching experience and life experience.

### **SKILL SETS**

### **New Skills**

Internet, classroom teaching experience, subject knowledge, classroom management, classroom order and control and student teaching.

### Important Skills for Career Advancement

Administrative, experience, appropriate credential, job performance, leadership, Waldorf teacher training, people skills, professional skills, education units, and educational degree.

### \*Computer Skills

Word Processing	90%
Spreadsheet	50%
Database	50%
Desktop Publishing	10%
Other	30%

(Adobe, e-mail, Internet, Claris Works)

\*Based on employers responding to this question.

### Skill Shortages

Non-credentialed applicants, classroom procedures, math/science teachers and classroom management skills.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Kev Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

### **WAGES AND BENEFITS**

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.59 - \$17.53	\$14.86
New hires, experienced:	\$10.00 - \$18.70	\$16.54
Experienced, 3 years with firm:	\$12.05 - \$20.11	\$17.74

Union	<u>Range</u>	Median
New hires, no experience:	\$17.10 - \$21.22	\$19.32
New hires, experienced:	\$17.53 - \$25.17	\$19.87
Experienced, 3 years with firm:	\$19.07 - \$22.82	\$21.65

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hours
Full-Time	85%	36
Part-Time	14%	20
Temporary/On Call	1%	6
Seasonal	0%	0

Shifts: A// (100%) employers reported Day.

### Unionization

Union firms: Many (50%) employers report that they are union.

BENEFITS %		er Pays II	Share	Cost		ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	56	0	19	44	13	6
Dental	69	6	13	38	6	6
Vision	69	13	6	25	6	6
Life	44	13	0	6	13	6
Sick	94	50	0	0	0	0
Vacation	56	25	0	6	0	0
Retirement	38	13	38	31	19	13
Child Care	6	6	0	0	19	13
Other	6	6	6	0	0	0
Housing, Prepaid legal						

### PROMOTIONAL OPPORTUNITIES

*Most* (75%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Associate Principal
- School Administrator
- Principal
- Department Chair

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 091.221-010 091.227-010 099.224-010 099.227-022

For more information, see COG #57

### **EMPLOYMENT TRENDS**

Occupation size: Very large Projected new jobs: 720 Openings due to separations: 1130

Gender: 41% Male 59% Female Projected growth between 1997 – 2004 is slower than average, 15.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: *Very Difficult*. Employer demand is considerably greater than supply of qualified applicants.

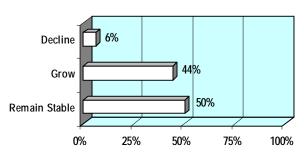
### **Annual Turnover**

Employers responding to the survey report a (8%) annual turnover rate.

### Percentage of New Hires in the Last Year

Employees Leaving	68%
New Positions	18%
Promotions	3%
Temporary	11%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



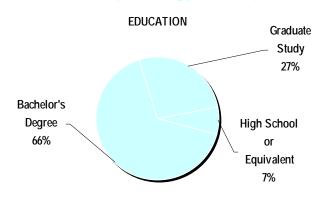
### PRIMARY RECRUITMENT METHODS

- Colleges/Universities
- Internet
- School, Program Referrals

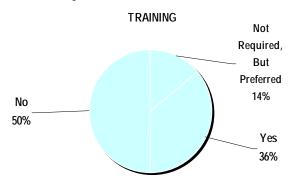
- Schools, Elementary and Secondary
- Schools and Educational Services, N.E.C.

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded. **OES Code: 313110** 

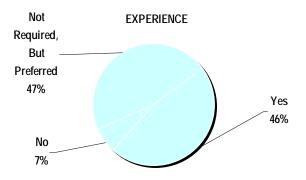
### **EMPLOYER REQUIREMENTS**



*Most* (66%) employers report that recent new hires have completed their Bachelor's Degree.



**Some** (36%) employers report that training is required prior to employment. **Most** (64%) employers report that training is accepted as a substitute for experience. **Type of training required**: An average of 28 months teaching credential, course work in special education, or computer training.



*Many* (46%) employers report that work experience is required. *Most* (71%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 14 months Master's in Education, Teaching, Psychology, or Special Ed. Aide.

Key Terms: All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follow	VS:
The most prevalent obstacle to promotion:	
Lack of available positions	33%
Lack of training	33%
Lack of upgraded skills	20%
Lack of motivation	0%
Training resources used to upgrade skills:	
Other	60%
Workshops	40%
On-the-Job Training	27%
Adult Education	7%
Community College	7%
Apprenticeship training program availability:	
No	67%
Yes	20%
Type of employee found through a staffing service	
None of the Above	73%
Temporary	7%
Temporary-to-Permanent	7%
All of the Above	7%
Project	0%
Seasonal	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Legal, administrative credential, leadership, communication, diagnostic and ethics.

### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Bilingual, work well with children, and lesson planner.

### **COMPUTER SKILLS SOUGHT:** (7 of 15 firms responding)

Word Processing	86%
Spreadsheet	
Database	14%
Other	14%

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### WAGES AND OTHER INFORMATION

### WAGES

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$14.38 - \$22.93	\$18.44
New hires, experienced:	\$11.03 - \$24.44	\$17.26
Experienced, 3 years with firm:	\$12.47 - \$37.50	\$20.00

Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$16.15 - \$17.48	\$16.38
New hires, experienced:	\$16.63 - \$20.43	\$18.63
Experienced, 3 years with firm:	\$17.05 - \$25.49	\$19.95

### Hours Worked

	% of Employees	weekiy Hours
Full-Time	86%	38
Part-Time	14%	17

### Unionization

Union firms 6 of 13 46%

BENEFITS %	Employer Share Pays All				Cost	Employee Pays All	
	FT	PT	FT	PT	FT	PT	
Medical	53	7	27	7	0	7	
Dental	47	7	27	7	0	7	
Vision	40	7	20	7	7	7	
Life	20	7	13	7	20	0	
Sick	73	27	7	0	0	0	
Vacation	33	20	13	0	0	0	
Retirement	7	7	67	20	7	0	
Child Care	13	0	0	0	13	13	
Other	13	7	0	0	0	0	
(Training conferences, legal HMO)							

### PROMOTIONAL OPPORTUNITIES

*Most* (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Administrator
- Assistant Principal
- Coordinator
- Director
- Program Specialist
- Resource Specialist

Related Dictionary of Occupational Titles (DOT) Code: 094.224-010, 094.224-014, 094.224-018, 094.227-010, 094.227-022, 094.227-030

For more information, see COG #10, 57, 110, 139, 375, 429

### **EMPLOYMENT TRENDS**

Occupation size: Large Projected new jobs: 300 Openings due to separations: 50

Gender: 16% Male 84% Female
Projected growth between 1997 – 2004 is much faster than average,
34.1%. (Average growth between 1997 – 2004 of all nonagricultural occupations in
Contra Costa County is projected to be 18%)

### SUPPLY AND DEMAND

### Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: *Very difficult.* Employer demand is considerably greater than supply of qualified applicants.

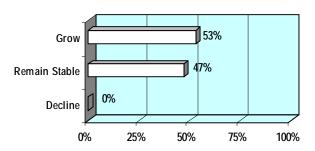
### **Annual Turnover**

Employers responding to the survey report a (10%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving	77%
New Positions	16%
Promotions	5%
Temporary	1%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



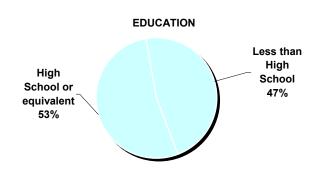
### PRIMARY RECRUITMENT METHODS

- Internet
- Colleges/Universities
- Employee referrals

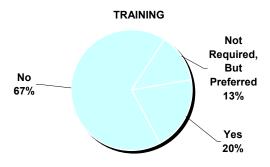
- Schools & Educational Services, N.E.C.
- Schools, Elementary & Secondary

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks. **OES Code: 971020** 

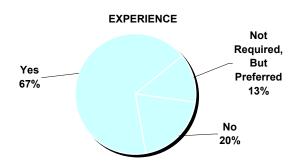
### **EMPLOYER REQUIREMENTS**



Many (53%) employers require a High School Diploma.



**Some** (20%) employers report that training is required prior to employment. **Type of training required**: An average of 4 months Truck Driving School. **Some** (33%) employers report that an average of 4 months of training is accepted as a substitute for experience.



**Most** (67%) employers report that work experience averaging 22 months is required. **Some** (25%) employers report that work experience in other occupations is accepted. **Other acceptable work experience:** An average of 8 months of Tankers or any Truck Driver experience.

### SKILL SETS

### Important Skills for Newly Hired Employees

Operation and control, reading, writing, equipment maintenance, and mathematics.

### New Skills

Good driving record, customer service, basic mathematics, current commercial license, patience, operation of heavy equipment, operation of forklift, and flexibility.

### Important Skills for Career Advancement

Interpersonal communication, accuracy, good judgment, punctuality, reliability, attention to detail, discipline, courtesy, determination, and fast learner.

### \*Computer Skills

Word Processing	33%
Spreadsheet	33%
Database	0%
Desktop Publishing	0%
Other	67 %

(On board Tripmaster)

### **Skill Shortages**

Map reading, differentiation of product lines, early morning requirements, willingness to drive in Bay Area traffic, alcohol and drug use, organization, and communication.

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

**Key Terms:** 

AII = 100%, Almost AII = 80%-99%, Most = 60%-79%, Many = 40%-59%, Some = 20%-39%, Few = less than 20%

<sup>\*</sup>Based on employers responding to this question.

### **WAGES AND BENEFITS**

### **WAGES**

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.59 - \$16.00	\$14.00
New hires, experienced:	\$11.19 - \$19.84	\$16.00
Experienced, 3 years with firm:	\$14.00 - \$22.00	\$17.75
Union	Range	Median

New hires, no experience: Not Applicable Not Applicable
New hires, experienced: \$17.00 - \$24.68 \$18.10
Experienced, 3 years with firm: \$20.00 - \$24.68 \$21.77

Employers reported paying other compensation.

### **Hours Worked**

	% of Employees	Weekly Hour
Full-Time	97%	45
Part-Time	1%	20
Temporary/On Call	1%	18
Seasonal	0%	0

**Shifts:** *Almost All* (93%) employers reported Day. *Some* (20%) reported Swing or Graveyard, and a *few* (13%) reported Other: 24 hour operation and 10 hour evening shift.

### Unionization

Union firms: **Some** (20%) employers report that they are union.

BENEFITS %	Employer Pays Sh All		Share	Cost		ee Pays
	FT	PT	FT	PT	FT	PT
Medical	53	0	27	0	13	0
Dental	40	0	27	0	7	0
Vision	27	0	33	0	7	0
Life	33	0	13	0	7	0
Sick	40	0	7	0	7	0
Vacation	53	0	20	0	0	0
Retirement	20	0	27	0	0	0
Child Care	0	0	0	0	0	0
*Other	0	0	0	0	0	0

### **PROMOTIONAL OPPORTUNITIES**

**Many** (47%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor, Driver Instructor
- Plant Operator, Equipment Operator
- Merchandiser, Salesperson
- Operations

### OTHER INFORMATION

Related **Dictionary of Occupational Titles (DOT) Code:** 905.663-010 955.687-022 913.463-010

For more information, see COG #255

### **EMPLOYMENT TRENDS**

Occupation size: Very Large Projected new jobs: 390
Openings due to separations: 230

Gender: 99% Male 1% Female Projected growth between 1999 - 2006 is average, 18.4%.

(Average growth between 1999 - 2006 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### **Degree of Difficulty in Finding Applicants**

Experienced: **Very Difficult**. Employer demand is considerably greater than the supply of qualified applicants.

Inexperienced: *Very Difficult*. Employer demand is considerably greater than the supply of qualified applicants.

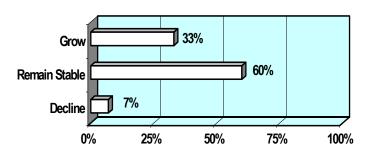
### **Annual Turnover**

Employers responding to the survey report a 16% annual turnover rate

### Percentage of New Hires in the Last Year

Employees Leaving	38%
New Positions	30%
Promotions	6%
Temporary	26%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



### PRIMARY RECRUITMENT METHODS

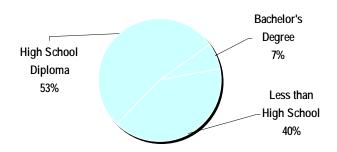
- Employee Referrals
- Newspaper Ads
- In-house Promotion or Transfer
- Walk-in Applicants

- Floriculture/Nursery Products
- Grocery Stores
- Highway and Street
- Local Trucking without storage
- Petroleum Refining
- Ready Mix Concrete

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales. **OES Code: 971050** 

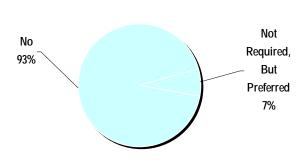
### **EMPLOYER REQUIREMENTS**

### **EDUCATION**



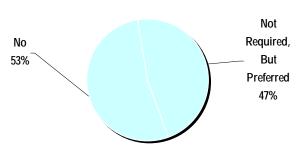
*Many* (53%) employers report that recent new hires have completed their High School Diploma or equivalent.





**No** (0%) employers report that training is required prior to employment. **Most** (71%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.

### **EXPERIENCE**



**No** (0%) employers report that work experience is required. **Most** (67%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 4 months food delivery, taxi, computers, area knowledge.

Kev Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

		_
Workforce Development questions were rated as follows:		
The most prevalent obstacle to promotion:		
Lack of motivation	40%	
Lack of available positions	40%	
Lack of upgraded skills	13%	
Lack of training	7%	
Training resources used to upgrade skills:		
On-the-Job Training	53%	
Workshops	20%	
Apprenticeship	13%	
Adult Education	7%	
Community College	0%	
Apprenticeship training program availability:		
No	93%	
Yes	7%	
Type of employee found through a staffing service:		
None of the Above	80%	
Temporary	13%	
Temporary-to-Permanent	7%	
Project	0%	
Seasonal	0%	
All of the Above	0%	

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Math skills, communications, computer knowledge, people skills, sales, and reliable.

### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Good driving skills.

### **COMPUTER SKILLS SOUGHT** (5 of 15 firms responding)

Word Processing	60%
Spreadsheet	
Other	40%

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed provider training information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### WAGES AND OTHER INFORMATION

WAGES Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$6.00 - \$10.00	\$8.00
New hires, experienced:	\$7.00 - \$12.00	\$9.00
Experienced, 3 years with firm:	\$8.00 - \$15.00	\$10.00

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	68%	41
Part-Time	20%	21
Temporary/On-Call	6%	13
Seasonal	6%	21

### Unionization

None Reported

BENEFITS %		loyer s All	Share	Cost	Emp Pay:	loyee s All
	FT	PT	FT	PT	FT	PT
Medical	13	0	40	7	0	0
Dental	20	0	20	0	7	7
Vision	7	0	13	0	7	7
Life	33	0	0	0	7	7
Sick	47	13	0	0	0	0
Vacation	60	13	0	0	0	0
Retirement	20	0	13	0	7	7
Child Care	0	0	0	0	0	0
Other	13	0	0	0	0	0
(Profit sharing, em	ployee ba	anquet din	ner)			

### PROMOTIONAL OPPORTUNITIES

*Most* (87%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Counter Sales
- Dispatcher
- Lead Driver
- Sales
- Shipping & Receiving
- Warehouse Manager
- Warehouse Supervisor

Related Dictionary of Occupational Titles (DOT) Code: 906.683-010, 906.683-022

For more information, see COG #2, 255, 563

### **EMPLOYMENT TRENDS**

Occupation size: Very Large Projected new jobs: 500 Openings due to separations: 300

Gender; 91% Male 9% Female

Projected growth between 1997 – 2004 is average, 17.2% (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### **Degree of Difficulty in Finding Applicants**

Experienced: N/A.

Inexperienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

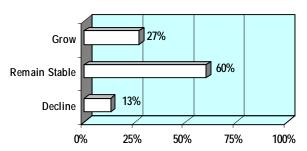
### **Annual Turnover**

Employers responding to the survey report a (38%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving	68%
New Positions	20%
Promotions	9%
Temporary	3%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



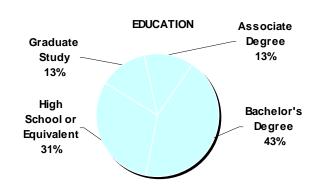
### PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- Walk-in applicants

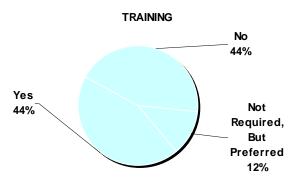
- Courier Services (except air)
- Furniture Stores
- Lumber & Building Material Dealers
- Office Equipment Wholesale
- Florist

Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services. OES Code: 315140

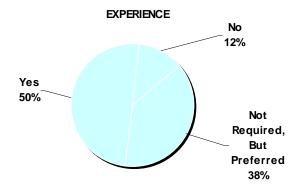
### **EMPLOYER REQUIREMENTS**



Many (43%) employers require a Bachelor's Degree.



*Many* (44%) employers report that training is required prior to employment. Type of training required: An average of 36 months Bachelor's Degree in Social Sciences, Master's Degree, Industry Specific Training, Pupil Personnel Services Credential and Teaching Credential. *Some* (36%) employers report that an average of 34 months of training is accepted as a substitute for experience.



*Many* (50%) employers report that work experience averaging 25 months is required. *Many* (42%) employers report that experience in other occupations is accepted. Other acceptable work experience: An average of 16 months Recruiting, Special Education, Teaching, Marketing, Sociology and Psychology.

### **SKILL SETS**

### **New Skills**

Data collection, sales, counseling, industry specific, understanding of labor market, ability to work with people with disabilities, interpersonal skills, experience in the trade and dedication.

### Important Skills for Career Advancement

Organization, management, communication, experience, education, budget, computer, honesty, and professional.

(Soft Skills: good work ethic, reliability, interpersonal skills, and good judgement)

### \*Computer Skills

91%
64%
55%
0%
18%

(Power Point, general knowledge)

\*Based on employers responding to this question.

### Skill Shortages

Communication skills, Writing skills (grammar, spelling, etc.), English, Ongoing training.

### RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

### **WAGES AND BENEFITS**

WA	GES
----	-----

Non-Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$26.64	\$11.98
New hires, experienced:	\$ 9.00 - \$28.23	\$13.75
Experienced, 3 years with firm:	\$11.00 - \$35.29	\$16.39

Union Range Median

New hires, no experience: Insufficient Data Insufficient Data
New hires, experienced: \$17.75 - \$40.00 \$24.55
Experienced, 3 years with firm: \$19.66 - \$40.00 \$25.57

Employers reported paying other compensation.

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	74%	38
Part-Time	25%	17
Temporary/On Call	1%	40
Seasonal	0%	0

**Shifts:** *All* (100%) employers reported Day and a *few* (13%) reported Other: occasional evenings.

### Unionization

Union firms: *Some* (25%) employers report that they are union.

BENEFITS %		er Pays II	Share	Cost	Employ A	ee Pays II
	FT	PT	FT	PT	FT	PT
Medical	56	6	25	19	0	0
Dental	44	6	25	6	6	0
Vision	44	6	25	6	0	0
Life	63	13	0	0	0	0
Sick	69	19	6	0	0	0
Vacation	75	19	6	0	0	0
Retirement	44	19	19	6	6	0
Child Care	0	0	0	0	0	0
Other	6	6	0	0	0	0
ADD Insurance, Long term disability						

### PROMOTIONAL OPPORTUNITIES

*Most* (63%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Management
- Skills Director
- Lead Counselor
- Financial Aid Director

### OTHER INFORMATION

Related Dictionary of Occupational Titles (DOT) Code: 045.107-010 045.107-014 045.107-018 045.107-038

For more information, see COG #429

### **EMPLOYMENT TRENDS**

Occupation size: Small Projected new jobs: 130 Openings due to separations: 70

Gender: 29% Male 71% Female Projected growth between 1997 – 2004 is much faster than average, 32.0%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### **Degree of Difficulty in Finding Applicants**

Experienced: *Very Difficult*. Employer demand is considerably

greater than supply of qualified applicants.

Inexperienced: *Moderately Difficult*. Employer demand is somewhat greater than the supply of qualified applicants.

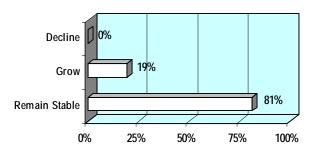
### **Annual Turnover**

Employers responding to the survey report a (19%) annual turnover

### Percentage of New Hires in the Last Year

Employees Leaving	68%
New Positions	20%
Promotions	8%
Temporary	4%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



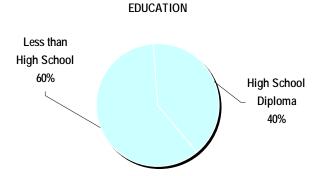
### PRIMARY RECRUITMENT METHODS

- Newspaper Ads
- In-House Promotion or Transfer
- Internet

- Beauty Shops
- Colleges, Community and Technical Institutes
- Colleges, Universities and Professional Schools
- Schools and Educational Services, N.E.C.
- Schools Elementary & Secondary
- Schools Vocational, N.E.C.
- Social Services, Individual and Family

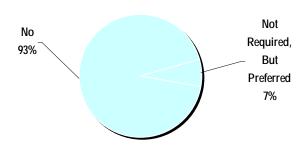
Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Does not include workers who only work at counters. **OES Code:** 650080

### **EMPLOYER REQUIREMENTS**

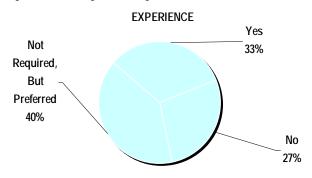


*Most* (60%) employers report that recent new hires have less than High School Diploma or equivalent.

### **TRAINING**



**No** (0%) employers report that training is required prior to employment. **Many** (55%) employers report that training is accepted as a substitute for experience. **Type of training required**: An average of 6 months good manager.



**Some** 33%) employers report that work experience is required. **Most** (70%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 6 months food industry, hostess, dishwasher, or customer relations.

### Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:	
The most prevalent obstacle to promotion: Lack of available positions	47%
Lack of motivation	33%
Lack of upgraded skills	20%
Lack of training	0%
Edok of training	070
Training resources used to upgrade skills:	
On-the-Job Training	93%
Workshops	27%
Adult Education	20%
Community College	13%
Apprenticeship	7%
Apprenticeship training program availability:	
No	93%
Yes	7%
100	7.70
Type of employee found through a staffing service:	
None of the Above	100%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Good attendance, communication, motivation, flexibility, teamwork, detail, people skills, problem solving, organized, and management skills.

### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Diplomacy, accuracy, leadership, effective organizer, ordering, and management training.

### **COMPUTER SKILLS SOUGHT:** (5 of 15 firms responding)

	`	
Word processing		40%
Spreadsheet		40%
Database		20%
Other		80%

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### WAGES AND OTHER INFORMATION

### WAGES

Non-Union/Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$5.75 - \$7.00	\$5.88
New hires, experienced:	\$5.75 - \$7.00	\$6.00
Experienced, 3 years with firm:	\$5.75 - \$10.25	\$6.00

<sup>&</sup>quot;Almost all (93%) employees working in this occupation receive tips."

### Hours Worked

	% of Employees	Weekly Hours
Full-Time	29%	36
Part-Time	64%	20
Temporary/On-Call	4%	19
Seasonal	3%	24

### Unionization

Union firms 1 of 15 7%

BENEFITS %	Employer Share Cost Employ Pays All Pays A		Share Cost			
	FT	PT	FT	PT	FT	PT
Medical	13	0	40	13	7	7
Dental	13	0	40	13	7	7
Vision	7	0	27	0	7	7
Life	13	0	33	0	0	0
Sick	33	7	7	7	0	0
Vacation	40	33	20	7	0	0
Retirement	7	0	13	20	0	0
Child Care	0	0	0	0	0	0
Other	0	0	0	0	0	0

### PROMOTIONAL OPPORTUNITIES

**Almost all** (93%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Assistant Manager
- Captain
- Cook
- Crew Leader
- Manager
- Service Leader
- Service Manager
- Trainer

### Related Dictionary of Occupational Titles (DOT) Code:

311.477-018, 311.477-022, 311.477-026, 311.477-030, 311.674-018, 350.677-030

For more information, see COG #42

### **EMPLOYMENT TRENDS**

Occupation size: Very Large
Projected new jobs: 620
Openings due to separations: 1810

Gender: 35% Male 65% Female Projected growth between 1997 – 2004 is slower than average, 14.7%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced: *Moderately difficult*. Employer demand is somewhat greater than the supply of qualified applicants. Inexperienced: *Very difficult*. Employer demand is considerably

Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

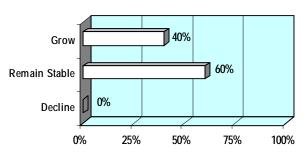
### **Annual Turnover**

Employers responding to the survey report a (40%) annual turnover rate

### Percentage of new Hires in the Last Year

Employees Leaving	64%
New Positions	
Promotions	7%
Temporary	22%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



### PRIMARY RECRUITMENT METHODS

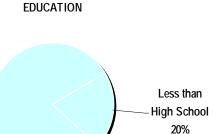
- Employee referrals
- Newspaper ads
- Walk-in applicants

- Golf Courses, Public
- Restaurants, Caterers & Eating Places
- Sports & Recreation Clubs, Memberships

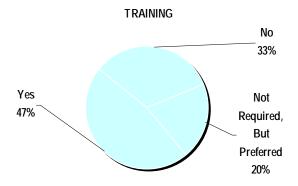
High School Diploma 80%

Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders or blueprints. **OES Code: 939140** 

### **EMPLOYER REQUIREMENTS**

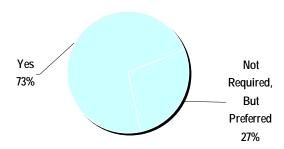


*Almost all* (80%) employers report that recent new hires have completed their High School Diploma or equivalent.



*Many* (47%) employers report that training is required prior to employment. *Most* (73%) employers report that training is accepted as a substitute for experience. **Type of training required**: An average of 36 months welding apprenticeship.

### **EXPERIENCE**



*Most* (73%) employers report that work experience is required. *Many* (40%) employers report that experience in other occupations is accepted. **Acceptable work experience**: An average of 21 months Operator, Boilermaker, Pipefitter, Rigger, Layout, or Fabricator.

Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:		
The most prevalent obstacle to promotion: Lack of available positions Lack of upgraded skills Lack of motivation Lack of training	33% 27% 13% 7%	
Training resources used to upgrade skills: On-the-Job Training Apprenticeship Adult Education Community College Workshops	60% 27% 13% 13% 13%	
Apprenticeship training program availability: No Yes	47% 33%	
Type of employee found through a staffing service: None of the Above Temporary Project Seasonal Temporary-to-Permanent All of the Above	87% 0% 0% 0% 0% 0%	

### SKILLS NEEDED FOR CAREER ADVANCEMENT

Supervision, teamwork, leadership, initiative, able to read prints/layout and estimate, and reliable.

### **NEW SKILLS NEEDED OVER THE NEXT 3 YEARS**

Web site searching, layout, fabricating, blueprint reading, and technical school.

### **COMPUTER SKILLS SOUGHT (5 of 15 firms responding)**

Word Processing	20%
Spreadsheet	20%
Database	20%
Other	80%

### **RELATED TRAINING PROGRAMS**

Please refer to Appendix A for detailed training provider information.

### LICENSING REQUIREMENTS

Please refer to Appendix B.

### WAGES AND OTHER INFORMATION

Non-Union		<u>Range</u>	<u>Median</u>	
	New hires, no experience:	Insufficient Data	Insufficient Data	
	New hires, experienced:	\$10.00 - \$18.00	\$14.00	
	Experienced, 3 years with firm:	\$14.00 - \$18.50	\$17.45	

Union	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$15.00 - \$18.62	\$16.81
New hires, experienced: Experienced, 3 years with firm:	\$13.70 - \$24.58 \$24.58 - \$34.76	\$18.00 \$26.50

### **Hours Worked**

MACEC

	% of Employees	Weekly Hours
Full-Time	88%	41
Part-Time	9%	25
Temporary/On-Call	3%	45

### Unionization

Union firms 6 of 14 43%

BENEFITS %		Employer Share Cost Employee Pays All Pays All		- ,		
	FT	PT	FT	PT	FT	PT
Medical	40	7	33	0	0	0
Dental	33	13	20	0	0	0
Vision	33	7	13	0	0	0
Life	20	7	7	0	13	0
Sick	33	0	0	0	0	0
Vacation	73	7	7	0	0	0
Retirement	33	7	20	0	0	0
Child Care	0	0	0	0	7	0
Other	7	7	0	0	0	0
(Workers' compen	sation)					

### PROMOTIONAL OPPORTUNITIES

*Most* (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Foreman
- Inspector
- Lead Man
- Manager
- Superintendent
- Supervisor

Related Dictionary of Occupational Titles (DOT) Code: 810.384-014, 811.684-014, 816.364-010, 816.464-010, 816.482-010, 819.384-010

For more information, see COG #49, 84, 112

### **EMPLOYMENT TRENDS**

Occupation size: Small
Projected new jobs: 80
Openings due to separations: 80

Gender: 98% Male 2% Female Projected growth between 1997 – 2004 is Average. 18.6%. (Average growth between 1997 – 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

### **SUPPLY AND DEMAND**

### Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: *Very difficult*. Employer demand is considerably greater than supply of qualified applicants.

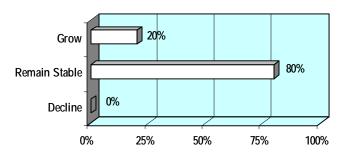
### **Annual Turnover**

Employers responding to the survey report an (8%) annual turnover rate.

### Percentage of new Hires in the Last Year

Employees Leaving	35%
New Positions	27%
Promotions	4%
Temporary	35%

### **EMPLOYMENT OVER THE NEXT 2 YEARS**



### PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- Union hall referrals

- Contractors, General, Other Nonresidential Buildings
- Contractors, Heavy Construction, N.E.C.
- Help Supply & Employee Leasing Services
- Machinery & Equipment Parts & Repair (Machine Shop) Industrial & Commercial, N.E.C
- Metal Plating, Electroplating, Polishing & Anodizing
- Petroleum, Crude & Natural Gas Production
- Repair Shops & Related Services, N.E.C.
- Sheet Metal Work
- Welding & Welding Repair Shops

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### Appendix A

This section provides a sample of the training programs, community colleges and universities available in Contra Costa County for most of the occupations highlighted in this report. While we have made every effort to ensure that information is accurate and current, this information changes frequently. Readers are encouraged to contact the education and training providers directly to update information. The Employment Development Department (EDD) does not endorse the schools listed. Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile. For additional training provider information please visit the following web sites: <a href="https://www.soicc.ca.gov">www.soicc.ca.gov</a> and <a href="https://www.soicc.ca.gov">www.cactis.ca.gov</a>.

Provider: **ACCESS USA TRAINING CENTER** 

Physical Address: 2440 Stanwell Technology Park Dr. **Financial Aid:** No **Doctorate Degree:** No

Concord, CA 94520 **Veteran Approved:** Master's Degree: Nο Yes

Job Placement: Yes Bachelor's Degree: No School Type: Proprietary (Private) Business and **Career Development: Associate Degree:** No No

**Technical Schools** 

Counseling: Phone: (925) 680-4426 Child Care: No Diploma: Yes

Fax: (925) 691-7019 Open Entry/Open Exit Yes Internet/URL: **Distance Learning:** Yes http://www.accessusa.org

English as a Second Language: No Email: accessusa1@earthlink.net

Training Program(s):

Computer Installation & Repair Technology/Tech Computer Software Technology/Tech

Provider: AMERICAN TRUCK SCHOOL

Physical Address: 16366 San Pablo Ave Financial Aid: Yes **Doctorate Degree:** No San Pablo, CA 94806 **Veteran Approved:** Yes Master's Degree: No

**Job Placement:** Yes Bachelor's Degree: No Other Education **Career Development: Associate Degree:** School Type: Yes Nο (510) 724-0524 Yes Certificate: Yes

Phone: Counseling: Fax: (510) 724-3330 **Child Care:** No Diploma: Nο

Internet/URL: Not Applicable Open Entry/Open Exit: No Email: **Distance Learning:** americantruckschool@home.com No

English as a Second Language: No

Certificate:

Yes

Yes

Training Program(s):

**Driver and Safety Teacher Education** Truck and Bus Driver/ Commercial Vehicle Operation

Provider: ANDERSON & KINOY MFT LICENSING WORKSHOPS

Physical Address: 368 Rose Street **Financial Aid:** No **Doctorate Degree:** No Danville, CA 94526 **Veteran Approved:** No Master's Degree: No

Job Placement: No Bachelor's Degree: No School Type: Proprietary (Private) Business and **Career Development:** No **Associate Degree:** No

**Technical Schools** Certificate: Nο Counseling: No Phone: (925) 244-5686 **Child Care:** No Diploma: No

Fax: (925) 855-0656 Open Entry/Open Exit: No Internet/URL: Not Applicable **Distance Learning:** 

Email: lizanderson925@aol.com English as a Second Language No

Training Program(s):

Clinical/Med Lab Science & Allied Professions, Other Law (LL.B., J.D.)

**Ethics** Prep Course for Marriage & Family Therapist Licensing Oral Exam

Family Psychology Psychology, Other

Provider: ANTIOCH ADULT SCHOOL

Physical Address: 820 W. 2nd Street Financial Aid: No Doctorate Degree: No

Antioch, CA 94509

Veteran Approved:

No Master's Degree:

No Bachelor's Degree:

No Bachelor's Degree:

No

School Type:Public Adult Schools withCareer Development:YesAssociate Degree:NoOccupational ProgramsCounseling:YesCertificate:Yes

Phone: (925) 706-5365 Child Care: No Diploma: Yes

Fax: (925) 778-5843 Open Entry/Open Exit: Yes Internet/URL: <a href="http://www.antioch.k12.ca.us">http://www.antioch.k12.ca.us</a> Distance Learning: Yes

Email: Not Available English as a Second Language: Yes

Training Program(s):

Adult High School/Secondary Diploma Program High School Equivalence Certificate Program

Business/Office Automation/Technology/Data Entry Medical/Clinical Assistant

Provider: ARGOSY UNIVERSITY/SAN FRANCISCO

Cooking and Related Culinary Arts, General

Physical Address:999A Canal Blvd.Financial Aid:YesDoctorate Degree:YesPoint Richmond, CA 94804Veteran Approved:NoMaster's Degree:Yes

Job Placement: Yes Bachelor's Degree: Yes School Type: Private 4- or more year Colleges & Career Development: Yes Associate Degree: No Universities, including Graduate & Professional Schools Counseling: Yes Certificate: No

Phone: (866) 215-2777 Child Care: No Diploma: No

Fax:(510) 215-0299Open Entry/Open Exit:NoInternet/URL:Not ApplicableDistance Learning:Yes

Email: Not Available English as a Second Language: No

Training Program(s):

Business Administration and Management, General (Summer 2003) Education Curriculum and Instruction

Clinical Psychology Educational Leadership and Administration, General

Counseling Psychology Psychology, General

Provider: BOILERMAKER, LOCAL #549

Physical Address: 2191 Piedmont Way Financial Aid: No Doctorate Degree: No

Pittsburg, CA 94565

Veteran Approved: No Master's Degree: No Job Placement: Yes Bachelor's Degree: No

School Type: Apprenticeship Programs **Career Development:** Yes **Associate Degree:** No Phone: (925) 427-0826 Counseling: Yes Certificate: Yes Fax: (925) 427-5980 Child Care: No Diploma: No

Internet/URL:http://www.boilermakers-549.orgOpen Entry/Open Exit:NoEmail:local@boiler-549.orgDistance Learning:No

English as a Second Language: No

Training Program(s):

Industrial Mechanics and Maintenance Technology Mechanic and Repair Technologies/Tech, Other

Provider: CALIFORNIA STATE UNIVERSITY, HAYWARD

Physical Address: 4700 Ygnacio Valley Road Financial Aid: Yes Doctorate Degree: No

Concord, CA 94521 Veteran Approved: Yes Master's Degree: Yes

School Type:Public 4- or more year CollegesDegree:YesBachelor's Degree:YesSchool Type:Public 4- or more year CollegesCareer Development:NoAssociate Degree:Noand Universities, including all Graduate andCounseling:YesCertificate:Yes

Child Care:

No

Diploma:

Yes

 Phone:
 (925) 602-6700
 Open Entry/Open Exit:
 Yes

 Fax:
 (925) 602-6750
 Distance Learning:
 Yes

Internet/URL: http://www.ccc.csuhayward.edu English as a Second Language: No

Email: Not Available

Training Program(s):

**Professional Schools** 

Accounting Human Resources Management/Personnel Administration, General

Building/Construction Finishing, Mgt, & Inspection, Other Legal Assistant/Paralegal

Business Administration & Management, General

Liberal Arts & Sciences/Liberal Studies

Counseling Psychology Management Science, General

Criminal Justice/Law Enforcement Administration Marketing/Marketing Management, General

Education, General Nursing – Registered Nurse Training (RN, ASN, BSN, MSN)

Elementary Education & Teaching Psychology, General English Language & Literature/Letters, Other Public Administration

English Literature (British & Commonwealth)

Radio & Television Broadcasting Technology/Tech

Finance, General Secondary Education & Teaching

Hospitality Administration/Management General Sociology

Hospitality Administration/Management, General Sociology Human Development & Family Studies, General

Provider: CENTER FOR PROFESSIONAL INVESTIGATIVE TRAINING

Physical Address: 2870 Howe Rd., Ste. 200 Financial Aid: Yes Doctorate Degree: No Martinez, CA 94533 Veteran Approved: No Master's Degree: No

Job Placement: Yes Bachelor's Degree: No School Type: Proprietary (Private) Business and Career Development: Yes Associate Degree: No

Technical Schools Counseling: Yes Certificate: Yes Phone: (925) 723-2500 Child Care: No Diploma: No

Fax: (925) 723-2503 Open Entry/Open Exit: Yes Internet/URL: http://www.pitraining.com Distance Learning: No

Email: CPIT@Earthlink.net English as a Second Language: No

Training Program(s):

Professional Private Investigation Training and Services

Provider: CHAPMAN UNIVERSITY ACADEMIC CENTER

Physical Address: 2600 Stanwell Drive, #110 Financial Aid: Yes Doctorate Degree: No

Concord, CA 94520 Veteran Approved: Yes Master's Degree: Yes

Job Placement: Yes Bachelor's Degree: Yes
School Type: Private 4- or more year Colleges
and Universities, including Graduate and Professional
Counseling: Yes Certificate: Yes

Yes

Schools Child Care: No Diploma:

 Phone:
 (925) 680-1407
 Open Entry/Open Exit:
 Yes

 Fax:
 (925) 680-7186
 Distance Learning:
 No

Internet/URL: http://www.chapman.edu English as a Second Language: No

Email: concord@chapman.edu

**Training Program(s):** 

Computer and Information Sciences, General Health Profess & Related Clinical Sciences, Other

Counselor Education/ School Counseling and Guidance Services Human Resources Mgt/Personnel Adm, General

Criminal Justice/Safety Studies Psychology, General

Education Leadership & Administration, General Social Sciences, General

Ed/Teaching of Individuals with Ortho & Other Phys Health Impair Teacher Ed & Pro Develop, Specific Subject Areas, Other

Gerontology Teacher Education, Multiple Levels

Provider: CONSTRUCTION CRAFT TRAINING CENTER

Physical Address: 5750 Imhoff Drive Suite C Financial Aid: No Doctorate Degree: No

Concord, CA 94520 Veteran Approved: No Master's Degree: No Job Placement: Yes Bachelor's Degree: No

Associate Degree: School Type: Apprenticeship Programs **Career Development:** No No Phone: (510) 785-2282 Counseling: No Certificate: Yes Fax: (510) 785-1798 **Child Care:** Diploma: No No

 Internet/URL:
 http://www.cctc.edu
 Open Entry/Open Exit:
 Yes

 Email:
 tracey@cctc.edu
 Distance Learning:
 No

English as a Second Language: No

**Training Program(s):** 

Electrical/Electronics Maintenance & Repair Technology, Other
Environmental Engineering Technology/Environmental Technology

Health & Physical Education/Fitness, Other
Industrial Electronics Technology/Technician

Provider: CONTRA COSTA COLLEGE

Physical Address: 2600 Mission Bell Drive Financial Aid: Yes Doctorate Degree: No

San Pablo, CA 94806-3195

Veteran Approved: Yes Master's Degree: No

Job Placement: Yes Bachelor's Degree: No

Yes Bachelor's Degree: No School Type: Community Colleges **Career Development:** Yes **Associate Degree:** Yes Phone: (510) 235-7800 Counseling: Yes Certificate: Yes Fax: (510) 236-6768 Child Care: Yes Diploma: Yes

 Internet/URL:
 <a href="http://www.contracosta.cc.ca.us">http://www.contracosta.cc.ca.us</a>
 Open Entry/Open Exit:
 Yes

 Email:
 slichter@contracosta.cc.ca.us
 Distance Learning:
 Yes

English as a Second Language: Yes

Training Program(s):

Accounting Electrical, Electron & Commun Engineer Technology/Tech

Administrative Assistant & Secretarial Science, General English Language & Literature, General

African-American/Black Studies French Language & Literature

General Office Occupations & Clerical Services Anthropology

Art/Art Studies, General Geography

Autobody/Collision & Repair Technology/Tech. Hispanic-Amer, Puerto Rican & Mexican-Amer./Chicano Studies

Baking & Pastry Arts/Baker/Pastry Chef History, General

Industrial Production Technologies/Tech, Other Biological & Biomedical Sciences, Other

Biology/Biological Sciences, General Journalism

Business Administration & Management, General Liberal Arts & Sciences, General Studies & Humanities, Other

Business/Commerce, General Marketing/Marketing Management, General

Mathematics & Statistics, Other Business/Managerial Economics Chemistry, General Medical Transcription/Transcriptionist

Computer & Info Sciences & Support Services, Other Medical/Clinical Assistant

Computer & Information Sciences, General Music, General

Computer Programming/Programmer, General Nursing-Registered Nurse Training (RN, ASN, BSN, MSN)

Computer Science Physical Education Teaching & Coaching

Computer Systems Networking & Telecommunications Physics, General Political Science & Government, General Computer Typography & Composition Equipment Operator

Criminal Justice/Law Enforcement Administration Psychology, General

Real Estate Culinary Arts & Related Services, Other

Culinary Arts/Chef Training Sales, Distribution, & Marketing Operations, General

Dental Assisting/Assistant Social Sciences, General

Drafting & Design Technology/Tech, Other Sociology

Driver and Safety Teacher Education Spanish Language & Literature Economics, General Welding Technology/Welder

CONTRA COSTA COUNTY OFFICE OF THE SHERIFF LAW ENFORCEMENT TRAINING CENTER Provider:

Physical Address: 340 Marina Blvd. **Financial Aid:** No **Doctorate Degree:** No Pittsburg, CA 94565 **Veteran Approved:** No Master's Degree: No Job Placement: No Bachelor's Degree: No

School Type: **Career Development: Associate Degree:** Other Education No No Phone: (925) 427-8230 Counseling: No Certificate: Yes Fax: (925) 427-8497 Child Care: No Diploma: No

Internet/URL: Not Applicable Open Entry/Open Exit: No Email: Not Available **Distance Learning:** No

> English as a Second Language: No

Training Program(s):

POST Certified Basic Law Enforcement Academy POST Certified Dispatcher Academy

Provider: CONTRA COSTA COUNTY REGIONAL OCCUPATIONAL PROGRAM

Physical Address: 77 Santa Barbara Rd **Financial Aid:** No **Doctorate Degree:** No Pleasant Hill, CA 94523 **Veteran Approved:** No Master's Degree: No

> Job Placement: Bachelor's Degree: No No

**Career Development:** School Type: Secondary Schools with Yes **Associate Degree:** No Occupational Programs (ROP and vocational/ Counselina: Yes Certificate: Yes occupational education) **Child Care:** No Diploma: No

Phone: (925) 942-3448 Open Entry/Open Exit: Yes Fax: (925) 934-1057 **Distance Learning:** No

Internet/URL: http://www.cccoe.k12.ca.us/rop English as a Second Language: No

Email: mmcclaskey@cccoe.k12.ca.us

Autobody/Collision & Repair Technology/Tech.

Baking & Pastry Arts/Baker/Pastry Chef

Cabinetmaking & Millwork/Millwright

Animation, Interactive Techn, Video Graphics & Special Effects

Training Program(s):

Architectural Technology/Tech

Athletic Training/Trainer

Carpentry/Carpenter

Accounting Technology/Tech & Bookkeeping Hospitality & Recreation Marketing Operations

Acoustics Human Develop, Family Studies, & Related Services, Other Agriculture, General

Industrial Mechanics & Maintenance Technology

Industrial Technology/Tech

Journalism

Machine Shop Technology/Assistant

Marketing, Other

Automobile/Automotive Mechanics Technology/Tech. Medical Administrative/Executive Assistant & Med Secretary

Medical Office Management/Administration

Medical/Clinical Assistant

Music. General

Child Care & Support Services Management Office Management & Supervision

Clinical/Medical Lab Science & Allied Professions, Other Photography

Commercial & Advertising Art

Pipefitting/Pipefitter & Sprinkler Fitter Plastics Engineering Technology/Tech. Computer & Information Sciences, General

Prepress/Desktop Publishing & Digital Imaging Design **Computer Graphics** 

Computer Programming/Programmer, General Radio & Television Broadcasting Technology/Tech. Computer Technology/Computer Systems Technology. Radio, Television, & Digital Communication, Other Restaurant, Culinary, & Catering Management/Manager Computer/Information Techn Services Admin & Mgt, Other

Sales, Distribution, & Marketing Operations, General Construction Trades. Other

Security & Loss Prevention Services Cosmetology/Cosmetologist, General

Creative Writing Sports Medicine

Data Processing & Data Processing Technology/Tech Teacher Ed & Profess Develop, Specific Levels & Methods Drafting & Design Technology/Tech, General Teacher Education, Multiple Levels

Drafting/Design Engineering Technology/Tech, Other Technology Education/Industrial Arts

Electrical, Electron & Communications Engineering Techn/Tech Web Page, Digital/Multimedia & Info Resources Design Health Professions & Related Clinical Sciences, Other

Provider: DE LOUX COSMETOLOGY

(925) 602-1040

**Doctorate Degree:** Physical Address: 4330 Clayton Road **Financial Aid:** Yes No Concord, CA 94521 **Veteran Approved:** No Master's Degree: No

**Job Placement:** No Bachelor's Degree: No

School Type: **Associate Degree:** Proprietary (Private) Business and **Career Development:** No No **Technical Schools** Certificate: Counseling: No Yes

Child Care:

No

Diploma:

No

Fax: (925) 682-0588 Open Entry/Open Exit: Yes Internet/URL: **Distance Learning:** Not Applicable

Email: Not Available English as a Second Language: No

Training Program(s):

Phone:

Cosmetology/Cosmetologist, General

Esthetician: Skin Care/Spa Techniques, Make-up Artist

Manicuring/Manicurist: Nail Care, Artificial Nails

Provider: DELTA BEAUTY COLLEGE INC.

Physical Address: 320 H Street Financial Aid: No Doctorate Degree: No April 20 April

School Type: Secondary Schools with **Career Development:** Yes **Associate Degree:** No Occupational Programs (ROP and vocational/ Counseling: No Certificate: Yes occupational education) Child Care: No Diploma: Yes

 Phone:
 (925) 754-1220
 Open Entry/Open Exit:
 Yes

 Fax:
 (925) 754-8134
 Distance Learning:
 No

Internet/URL: Not Applicable English as a Second Language: No

Email: Not Available

Training Program(s):

Cosmetology & Related Personal Grooming Arts, Other Cosme

Cosmetology, Barber/Styling, & Nail Instructor

Cosmetology/Cosmetologist, General

No

Provider: DESIGNS SCHOOL OF COSMETOLOGY

Physical Address: 2800 Hilltop Mall Ste 610 Financial Aid: No Doctorate Degree: No

School Type:Proprietary (Private) Business andCareer Development:NoAssociate Degree:NoTechnical SchoolsCounseling:NoCertificate:Yes

Phone:(510) 222-7474Child Care:NoDiploma:Fax:Not AvailableOpen Entry/Open Exit:No

Internet/URL: Not Applicable Distance Learning: No

Email: Not Available English as a Second Language: No

Training Program(s):

Cosmetology & Related Personal Grooming Arts, Other Cosmetology/Cosmetologist, General

Cosmetology, Barber/Styling, & Nail Instructor

Provider: DIABLO VALLEY COLLEGE

Physical Address: 321 Golf Club Road Financial Aid: Yes Doctorate Degree: No Pleasant Hill, CA 94523 Veteran Approved: Yes Master's Degree: No

Pleasant Hill, CA 94523

Veteran Approved: Yes Master's Degree: No

Job Placement: Yes Bachelor's Degree: No

School Type: Community Colleges

Correct Development: Yes Accepted Degree: Yes

School Type: Community Colleges **Career Development:** Yes **Associate Degree:** Yes Phone: (925) 685-1230 Counseling: Yes Certificate: Yes Fax: (925) 685-1551 Child Care: Yes Diploma: No

Internet/URL: <a href="http://www.dvc.edu">http://www.dvc.edu</a> Open Entry/Open Exit: Yes

Email: admissions@dvc.edu **Distance Learning:** Yes

> English as a Second Language: Yes

Training Program(s):

Accounting

Administrative Assistant & Secretarial Science, General

Anthropology

Architecture (BARCH, BA/BS, MARCH, MA/MS, PhD)

Astronomy

Basic Skills, General

Biological & Biomedical Sciences, Other

Building/Construction Finishing, Mat. & Inspection, Other Building/Home/Construction Inspection/Inspector, Other Business Administration, Management & Operations, Other

Business/Commerce, General Career Exploration/Awareness Skills

Carpentry/Carpenter Chemistry, General

Civil Engineering Technology/Tech Commercial & Advertising Art

Communication Studies/Speech Communication & Rhetoric

Computer & Information Sciences, General

Computer Science

Computer Software & Media Application, Other Computer Systems Networking & Telecommunications Computer Technology/Computer Systems Technology

Construction Trades. Other Criminal Justice/Police Science Dental Assisting/Assistant Dental Hygiene/Hygienist

Dental Laboratory Technology/Tech Drama & Dramatics/Theatre Arts, General

Economics, General

Emergency Medical Technology/Tech (EMT, Paramedic)

Engineering Technology, General English Language & Literature, General

Family Systems

Film/Video & Photographic Arts, Other

Fine Arts & Art Studies. Other

Food Service, Waiter/Waitress, & Dining Room Mgt Manager

Foreign Languages & Literatures, General

Geography

Geology/Earth Science, General Health & Physical Education, General

History, General Horticultural Science Hotel/Motel Administration /Management

Humanities/Humanistic Studies

Industrial Production Technologies/Tech, Other

Institutional Food Workers Intermedia/Multimedia

Journalism

Kindergarten/Preschool Education & Teaching

Landscaping & Grounds Keeping Legal Administrative Assistant/Secretary

Legal Assistant/Paralegal

Liberal Arts & Sciences/Liberal Studies

Library Assistant/Tech Library Science/Librarianship Machine Tool Technology/Machinist Management Science, General Mathematics, General

Music

Music. General

Nursing-Registered Nurse Training (RN, ASN, BSN, MSN)

**Nutrition Sciences** 

Oceanography, Chemical & Physical Office Management & Supervision

Personal Health Improvement & Maintenance

Philosophy Photography **Physical Sciences** Physics, General

Pipefitting/Pipefitter & Sprinkler Fitter Political Science & Government, General

Psychology, General Radio & Television Real Estate

Sales, Distribution, & Marketing Operations, General

Selling Skills & Sales Operations

Sociology Sports Medicine

Substance Abuse/Addiction Counseling Surveying Technology/Surveying

Tourism & Travel Services Marketing Operations

No

Yes

Yes

Welding Technology/Welder

Women's Studies

Job Placement:

FREDERICK W TAYLOR UNIVERSITY Provider:

Physical Address: 346 Rheem Boulevard **Financial Aid:** No Doctorate:

Moraga, CA 94556 **Veteran Approved:** Master's Degree: Yes No

Bachelor's Degree: School Type: Private 4- or more year Colleges **Career Development:** No Associate Degree: Nο

and Universities, including Graduate and Counseling: Yes Certificate: No Diploma: No

**Professional Schools** Child Care: No Phone: (925) 376-0900 Open Entry/Open Exit: Yes

Fax: (925) 376-0908 **Distance Learning:** Yes

Internet/URL: http://www.ftu.edu English as a Second Language: No

Email: admissions @ftu.edu

**Training Program(s):** 

Accounting

Business Administration & Management, General Development Economics & International Development

Entrepreneurship/Entrepreneurial Studies

Health/Health Care Administration/Management

Human Resources Mgt/Personnel Administration, General

Information Science/Studies

International Business/Trade/Commerce

Management Science, General

Sales, Distribution, & Marketing Operations, General

Provider: **GOLDEN GATE UNIVERSITY** 

Physical Address: 801 Ygnacio Valley Rd, #100 **Financial Aid:** Yes **Doctorate Degree:** No Walnut Creek, CA 94596

Master's Degree: **Veteran Approved:** Yes Yes Job Placement: No Bachelor's Degree: Yes

School Type: Private 4- or more year Colleges **Career Development:** Yes **Associate Degree:** No and Universities, including Graduate and Counseling: Yes Certificate: Yes

**Professional Schools** Child Care: Yes Diploma: No

Phone: (925) 945-7132 Open Entry/Open Exit: No Fax: (925) 932-6891 **Distance Learning:** Yes

Internet/URL: English as a Second Language: http://www.ggu.edu No

Email: cfuller@ggu.edu

Training Program(s):

Business Administration & Management, General Human Resources Management/Personnel Admin., General Computer & Information Sciences & Support Services, Other Information Science/Studies

Finance. General

Computer Systems Networking & Telecommunications Sales, Distribution, & Marketing Operations, General

Provider: **HEALD COLLEGE** 

Physical Address: 5130 Commercial Circle Financial Aid: Yes **Doctorate Degree:** No Concord, CA 94520 **Veteran Approved:** Master's Degree: No Yes

Job Placement: Yes Bachelor's Degree: No Proprietary (Private) Business & **Career Development:** School Type: Yes **Associate Degree:** Yes

**Technical Schools** Counseling: Yes Certificate: Yes Child Care: No Diploma: Yes

Phone: (925) 288-5800 Open Entry/Open Exit: No Fax: (925) 228-5896 **Distance Learning:** No

Internet/URL: http://www.heald.edu English as a Second Language: No

Email: Not Available

Training Program(s):

Accounting

Administrative Assistant/Secretarial Science, General Business Operations Support & Secretarial Services, Other Computer Installation and Repair Technology Computer Software & Media Applications, Other Computer Systems Networking & Telecommunications

Computer Technology/Computer Systems Technology Electrical, Electron & Communications Engin Techn/Tech Electrical/Electron Equipment Installation and Repair, Gen System Administration/Administrator

Systems Engineering

Web/Multimedia Management & Webmaster

No

**Doctorate Degree:** 

No

Provider: HYPNOSIS CLEARING HOUSE

Physical Address: 3702 Mt. Diablo Blvd.

Lafayette, CA 94549

Veteran Approved:
No Master's Degree:
No Bachelor's Degree:
No School Type: Secondary Schools with Occupational

Career Development:
No Associate Degree:
No

Financial Aid:

Psychology, Other

Programs (ROP and vocational/occupational education)

Counseling:
No Certificate:
Yes

Child Care:
No Diploma:
Yes

**Fax:** (925) 283-9044 **Open Entry/Open Exit:** No

Email: hch@hypnotherapytraining.com English as a Second Language: No

**Training Program(s):** 

Hypnotherapy Energy Therapy Coaching

Health Professions and Related Services, Other

Provider: JOHN F KENNEDY UNIVERSITY

Physical Address: 12 Altarinda RoadFinancial Aid:YesDoctorate Degree:YesOrinda, CA 94563-2606Veteran Approved:YesMaster's Degree:YesJob Placement:NoBachelor's Degree:Yes

School Type: Private 4- or more year Colleges **Career Development:** Yes **Associate Degree:** No and Universities, including Graduate and Yes Certificate: Counseling: Yes **Professional Schools** Child Care: No Diploma: No

Phone: (925) 254-0200 Open Entry/Open Exit: No
Fax: (925) 254-6964 Distance Learning: Yes
Internet/URL: <a href="http://www.jfku.edu">http://www.jfku.edu</a> English as a Second Language: No

Email: proginfo@jfku.edu

Training Program(s):

Accounting

Allied Health Diagnostic, Intervention, & Treatment Professions, Other

Art/Art Studies, General

Business Administration & Management, General

Counseling Psychology

Counselor Education/School Counseling & Guidance Services

Finance & Financial Management Services, Other

Fine/Studio Arts, General

Health & Physical Education/Fitness, Other

Law (LL.B, J.D.)

Liberal Arts & Sciences/Liberal Studies Management Science, General

Psychology, General

Teacher Education, Multiple Levels

Provider: KAISER PERMANENTE SCHOOL OF ALLIED HEALTH SCIENCES

Physical Address: 901 Nevin Avenue Financial Aid: Yes Doctorate Degree: No

Richmond, CA 94801 Veteran Approved: Yes Master's Degree: No

Job Placement: No Bachelor's Degree: No

School Type: Hospital or Health Programs not Career Development: No Associate Degree: Yes elsewhere included Counseling: Yes Certificate: Yes

Child Care: No Diploma: No

Phone: (510) 307-2320 **Open Entry/Open Exit:** No Fax: (510) 307-2327 **Distance Learning:** No

Internet/URL: www.kaiserpermanente.org/california English as a Second Language: No

Email: Not Available

Training Program(s):

Medical Radiologic Technology/Tech Nuclear Medical Technology/Tech

Diagnostic Medical Sonography Tech Health & Med Diagnostic & Treatment Services, Other (CPR)

Provider: LIBERTY HIGH SCHOOL ALTERNATIVE EDUCATION

Physical Address: 929 – 2<sup>nd</sup> Street Financial Aid: No Doctorate Degree: No

Brentwood, CA. 94513

Veteran Approved:

No Master's Degree:

No Posterior Research Provided Provided

Job Placement: No Bachelor's Degree: No School Type: Public Adult Schools with Occupational Career Development: Yes Associate Degree: No

Programs Counseling: Yes Certificate: Yes Phone: (925) 634-2565 Child Care: No Diploma: Yes

 Phone:
 (925) 634-2565
 Child Care:
 No
 Diploma:

 Fax:
 (925) 634-5317
 Open Entry/Open Exit:
 Yes

Internet/URL: http://www.libertyuhsd.k12.ca.us Distance Learning: No

Email: norgaard@libertyuhsd.k12.ca.us English as a Second Language: Yes

**Training Program(s):** 

Accounting Tech High School Diploma

Administrative Assistant/Secretarial Science, General High School Equivalence Certificate Computer & Information Sciences, Other Medical Administrative Assistant/Secretary

Customer Service Clerk Receptionist

Data Processing Technology/Tech Teaching English as a 2<sup>nd</sup> Language/Foreign Language

General Office/Clerical & Typing Services

Provider: LOS MEDANOS COLLEGE

Physical Address: 2700 East Leland Road Financial Aid: Yes Doctorate Degree: No

School Type: Community Colleges **Career Development:** Yes **Associate Degree:** Yes Phone: (925) 439-2181 Counseling: Yes Certificate: Yes Fax: (925) 427-1599 Child Care: No Yes Diploma:

Internet/URL: <a href="http://www.losmedanos.net">http://www.losmedanos.net</a> Open Entry/Open Exit: No

Email: Not Available **Distance Learning:** Yes

> English as a Second Language: Yes

Training Program(s):

Accounting

Administrative Assistant & Secretarial Science, General Appliance Installation & Repair Technology/Tech

Art/Art Studies, General

Automobile/Automotive Mechanics Technology/Tech

Biological & Biomedical Sciences, Other

Business Administration & Management, General

Business Operations Support & Secretarial Services, Other Business, Mgt, Marketing, & Related Support Services, Other

Business/Commerce, General

Chemistry, General

Child Care & Support Services Management

Child Care Provider/Assistant Commercial & Advertising Art

Computer & Information Sciences & Support Services, Other

Computer Science

Computer Systems Analysis/Analyst

Computer Systems Networking & Telecommunications

Cosmetology/Cosmetologist, General

Criminal Justice/Police Science Criminal Justice/Safety Studies

Electrical & Electronic Engineering Techn/Tech, Other Emergency Medical Technology/Tech (EMT Paramedic)

Fire Protection & Safety Technology/Tech

General Office Occupations & Clerical Services, Other Health Professions & Related Clinical Sciences, Other

Journalism

Liberal Arts & Sciences. Gen Studies & Humanities. Other

Mathematics, General Music, General

Nursing-Registered Nurse Training (RN, ASN, BSN, MSN)

**Doctorate Degree:** 

Master's Degree:

Diploma:

No

No

No

Yes

**Physical Sciences** Psychology, General Retailing & Retail Operations

Sociology

Tourism & Travel Services Marketing Operations

Welding Technology/Welder

Provider: MARTINEZ ADULT SCHOOL

Physical Address: 600 F Street Financial Aid: Yes Martinez, CA 94553-1895 **Veteran Approved:** Yes Job Placement: Yes

Bachelor's Degree: School Type: Public Adult Schools with Career Development: Yes **Associate Degree:** No Occupational Programs Counseling: No Certificate: Yes

Phone: (925) 228-3276 **Child Care:** No Fax: (925) 228-6989 Open Entry/Open Exit: Yes

Internet/URL http://mtec.mtzusd.k12.ca.us **Distance Learning:** No

Email: mae@martinez-ed.org English as a Second Language: Yes

Training Program(s):

Accounting Technology/Tech and Bookkeeping

Apprenticeship Programs

Art

Basic Skills, General

Building Management, & Estimating

Business Operations Support and Secretarial Services, Other

Business/Office Automation/Technology/Data Entry

Clinical Medical Assistant

Computer and Information Sciences & Support Services, Other

Computer Assisted Drafting & Design Computer Engineering Technology/Tech

Computer Technology/Computer Systems Technology

Dispensing Optician

General Office Occupations and Clerical Services

Food Safety Certification

Hazardous Waste Management Specialist

Med Admin/Executive Assistant & Medical Secretary

Medical Transcription/Transcriptionist Orthopedic Technician (Fall 2003)

Peace Officer Training

Prepress/Desktop Publishing & Digital Imaging Design

Pharmacy Technician (May 2003)

Phlebotomy

Vocational Nurse Program

Provider: MICRO-EASY COMPUTER INSTITUTE

Physical Address: 3851 San Pablo Dam Road Financial Aid: No Doctorate Degree: No

El Sobrante, CA 94803 Veteran Approved: Yes Master's Degree: No

Job Placement: Yes Bachelor's Degree: No School Type: Proprietary (Private) Business and Career Development: No Associate Degree: No

Technical Schools Counseling: No Certificate: Yes

 Phone:
 (510) 262-9949
 Child Care:
 No
 Diploma:
 No

 Fax:
 (510) 262-9968
 Open Entry/Open Exit:
 Yes

Internet/URL: www.micro-easy.com Distance Learning: No

Email: training@micro-easy.com English as a Second Language: No

Training Program(s):

Computer and Information Sciences & Support Services, Other Computer Systems Analysis/Analyst

Computer Programming/Programmer, General

Provider: MT. DIABLO ADULT EDUCATION

Not Applicable

Physical Address: 1266 San Carlos AveFinancial Aid:NoDoctorate Degree:NoConcord, CA 94518Veteran Approved:YesMaster's Degree:No

Veteran Approved: Yes Master's Degree: No

Job Placement: No Bachelor's Degree: No

School Type: Public Adult Schools with Career Development: Yes Associate Degree: No

Occupational Programs

Counseling: No Certificate: Yes

**Distance Learning:** 

Yes

 Phone:
 (925) 685-7340
 Child Care:
 No
 Diploma:

 Fax:
 (925) 687-8217
 Open Entry/Open Exit:
 Yes

Email: phadulted@aol.com English as a Second Language: Yes

**Training Program(s):** 

Internet/URL:

Accounting Technology/Tech & Bookkeeping High School Equivalence Certificate Program

Administrative Assistant & Secretarial Science, General

Career Exploration/Awareness Skills

Home Health Aide/Home Attendant

Medical Transcription/Transcriptionist

Cinematography & Film/Video Production Financial Planning & Services

Citizenship Activities, General Medical/Clinical Assistant

Computer and Information Sciences, General

Nurse/Nursing Assistant/Aide & Patient Care Assistant

Computer Technology/Computer Systems Technology

Photography

Data Processing & Data Processing Technology/Tech

Special Education & Teaching, Other

Dental Assisting/Assistant

Special Education & Teaching Dental Assisting/Assistant

Emergency Medical Technology/Tech (EMT Paramedic) Veterinary/Animal Health Technology/Tech & Vet Assistant

Family & Consumer Sciences/Human Sciences, General Writing

Provider: MT. DIABLO VOCATIONAL SERVICES

Physical Address: 490 Golf Club Road

Financial Aid:

No Doctorate Degree:

No Pleasant Hill, CA 94523

Veteran Approved:

Yes Master's Degree:

No

Pleasant Hill, CA 94523 Veteran Approved: Yes Master's Degree: No Job Placement: Yes Bachelor's Degree: No

School Type: Secondary Schools with **Career Development:** Yes **Associate Degree:** No Occupational Programs (ROP and vocational/ Counselina: Yes Certificate: Yes occupational education) **Child Care:** No Diploma: Nο

Phone: (925) 687-9675 Open Entry/Open Exit: Yes

Internet/URL: Not Applicable English as a Second Language: No

Email: mary@rsnc.com

Training Program(s):

Accounting

Fax:

Computer and Information Sciences & Support Services, Other

(925) 687-5248

Data Entry/Microcomputer Applications, General General Office Occupations and Clerical Services

Receptionist

**Distance Learning:** 

Microsoft Software Training

No

Word Processing

Provider: NETWORK BYTES, INC.

Physical Address:30 A San Pablo Towne CenterFinancial Aid:NoDoctorate Degree:NoSan Pablo, CA 94806Veteran Approved:NoMaster's Degree:No

School Type:Secondary Schools with OccupationalJob Placement:YesBachelor's Degree:NoCareer Development:YesAssociate Degree:No

Programs (ROP and vocational/occupational education)

Counseling: Yes Certificate: Yes

Phone: (510) 412-3884

Child Care: No Diploma: No

Fax: (510) 412-3889 Open Entry/Open Exit: No Internet/URL: Not Applicable Distance Learning: No

Email: Not Available English as a Second Language: No

Training Program(s):

Computer Hardware Technology/Tech A+ Certification

Computer Programming, Vendor/Product Certification CISCO Certification (CCNA)

Microsoft Certified Systems Engineer (MCSE)

Provider: NEW HORIZONS COMPUTER LEARNING CENTER

Physical Address: 2185 N California Blvd #300 Financial Aid: No Doctorate Degree: No

Walnut Creek, CA 94596 Veteran Approved: No Master's Degree: No

School Type:Proprietary (Private) Business andJob Placement:NoBachelor's Degree:NoCareer Development:YesAssociate Degree:NoTechnical SchoolsCounseling:YesCertificate:Yes

Fax: (408) 436-1273 Open Entry/Open Exit: Yes Internet/URL: www.newhorizons.com Distance Learning: Yes

Email: sales.walnutcreek@newhorizons.com English as a Second Language: No

Training Program(s):

Computer Hardware Technology/Tech Computer Systems Networking & Telecommunications

Computer Programming, Specific Applications
Computer Programming, Vendor/Product Certification

Data Entry/Microcomputer Applications, General

No

Provider:	PAINTERS & DECORATORS	JOINT APPRENTICESHIP & TRAININ	NG COMMITTEE OF THE BAY AREA, INC.

Physical Address: 600 Roble Avenue Financial Aid: No Doctorate Degree: No

Pinole, CA 94564

Veteran Approved: Yes Master's Degree: No

Job Placement: No Bachelor's Degree: No

School Type: Apprenticeship Programs Career Development: No Associate Degree: No Phone: (510) 724-3200 Counseling: No Certificate: Yes

Fax: (510) 724-9253 Child Care: No Diploma:
Internet/URL: Not Applicable Open Entry/Open Exit: No

Email: Not Available Distance Learning: No

English as a Second Language: No

Training Program(s):

Drywall Finishing/Tapeing & Texture Painting/Painter & Wall Coverer

Provider: PARIS BEAUTY COLLEGE

Physical Address: 1950 Market Street, Suite E Financial Aid: Yes Doctorate Degree: No

**Associate Degree: School Type** Proprietary (Private) Business and **Career Development:** Yes No **Technical Schools** Yes Certificate: Yes Counseling: Phone: (925) 685-7600 **Child Care:** No Diploma: No

Fax: (925) 685-7045 Open Entry/Open Exit: No Internet/URL: Not Applicable Distance Learning: No

Email: parisbtycollege@juno.com English as a Second Language: No

**Training Program(s):** 

Cosmetology, Barber/Styling, & Nail Instructor Cosmetology/Cosmetologist, General

Provider: PHLEBOTOMY PLUS

Physical Address: 1501 N Broadway, #410Financial Aid:NoDoctorate Degree:NoWalnut Creek, CA 94596Veteran Approved:NoMaster's Degree:No

Job Placement: No Bachelor's Degree: No

School Type Proprietary (Private) Business and **Career Development:** Yes **Associate Degree:** Nο **Technical Schools** Counseling: Yes Certificate: Yes Phone: (925) 947-3594 Child Care: No Diploma: No

**Fax:** (925) 947-3554 **Open Entry/Open Exit:** No

Internet/URL: www.phelbotomyplus.com Distance Learning: No

Email: phlebotomyplus@aol.com English as a Second Language: No

**Training Program(s):** 

Clinical/Medical Laboratory Assistant Electrocardiograph Technology/Tech

Medical Insurance Specialist/Medical Biller

Provider: PITTSBURG ADULT EDUCATION CENTER

Physical Address: 1151 Stoneman Avenue Financial Aid: No Doctorate Degree: No

School TypePublic Adult Schools withCareer Development:YesAssociate Degree:NoOccupational ProgramsCounseling:YesCertificate:Yes

 Phone:
 (925) 473-4460
 Child Care:
 No
 Diploma:
 Yes

 Fax:
 (925) 473-4470
 Open Entry/Open Exit:
 Yes

Fax: (925) 473-4470 Open Entry/Open Exit: Yes Internet/URL: <a href="https://www.pittsburg.k12.ca.us/paec/">www.pittsburg.k12.ca.us/paec/</a> Distance Learning: Yes

Email: rbeck@pittsburg.k12.ca.us English as a Second Language: Yes

**Training Program(s):** 

Accounting High School Equivalence Certificate Program Administrative Assistant & Secretarial Science, Gen Leisure & Recreational Activities, Other

American Citizenship Education Medical Transcription/Transcriptionist

Automobile/Automotive Mechanics Technology/Tech Medical/Clinical Assistant

Basic Skills, General Nurse/Nursing Assistant/Aide & Patient Care Assistant

Computer & Information Sciences, General Nursing, Other Computer & Information Sciences, Other Receptionist

Cooking & Other Domestic Skills Teaching English as a 2<sup>nd</sup> or Foreign Language/ESL Language Instruc

Education, General Welding Technology/Welder.

Provider: PROGRESSIVE COMPUTER LEARNING

General Office Occupations & Clerical Services

Physical Address: 307 El Cerrito Plaza, Ste. 307 Financial Aid: No Doctorate Degree: No

School Type Secondary Schools with Occupational Career Development: Yes **Associate Degree:** Nο Certificate: Programs (ROP and vocational/occupational education) Counseling: Yes Yes Phone: (510) 558-7411 Child Care: Diploma: No No

Fax:(510) 558-7453Open Entry/Open Exit:YesInternet/URL:Not ApplicableDistance Learning:No

Email: Not Available English as a Second Language: No

Training Program(s):

Word Processing Specialist Computer Applications I

Word Processing I Certified Nurse Assistant Course (February 2003)
Computer Applications

Provider: QUICK LEARNING SCHOOL

Physical Address: 1465 Enea Circle, Ste. 940 **Financial Aid:** No **Doctorate Degree:** No

Concord, CA 94520 Veteran Approved: Master's Degree: No No

Job Placement: Yes Bachelor's Degree: No School Type: Proprietary (Private) Business and **Career Development:** Yes **Associate Degree:** No

**Technical Schools** Counseling: Yes Certificate: Yes Phone: (925) 676-1526 **Child Care:** No Diploma: No

No

Fax: (925) 682-5493 Open Entry/Open Exit: Yes Internet/URL:

**Distance Learning:** Email: quikirm@aol.com English as a Second Language: No

Training Program(s):

Building/Construction Site Mgt/Manager Real Estate

www.guicklearningschool.com

CA Dept of Insurance: Broker/Agent License Fire & Casualty Insurance

Investments & Securities Life Agent License

Provider: RUBICON PROGRAMS, INC.

Physical Address: 232 Broadway **Financial Aid:** No **Doctorate Degree:** No

Richmond, CA 94804 **Veteran Approved:** No Master's Degree: No Job Placement: Yes Bachelor's Degree: No

School Type: Other Education **Career Development:** Yes **Associate Degree:** No Phone: (510) 235-1516 Counselina: Yes Certificate: Yes Fax: (510) 412-1723 **Child Care:** No Diploma: Nο

Internet/URL: http://www.rubiconpams.org Open Entry/Open Exit: Yes Email: rubicon@rubiconpgms.org **Distance Learning:** No

English as a Second Language: No

Training Program(s):

Baking & Pastry Arts/Baker/Pastry Chef Nurse/Nursing Assistant/Aide & Patient Care Assistant Building/Property Maintenance & Management Painting

Landscaping & Groundskeeping

Provider: SILICON VALLEY COLLEGE

Physical Address: 2800 Mitchell Dr. **Financial Aid:** Yes **Doctorate Degree:** No Walnut Creek, CA 94598

**Veteran Approved:** Master's Degree: No No Job Placement: No Bachelor's Degree: Yes School Type: Proprietary (Private) Business and **Career Development:** No Associate Degree: Yes

**Technical Schools** No Certificate: Yes Counseling:

Phone: (800) 750-5627 Child Care: No Diploma: No Fax: (925) 280-0267 Open Entry/Open Exit: No

Internet/URL: http://www.siliconvalley.edu **Distance Learning:** Yes

Email: mobrion@svcollege.com English as a Second Language: No

Training Program(s):

Architectural Drafting & Architectural CAD/CADD Massage Therapy/Therapeutic Massage

Commercial & Advertising Art Computer Systems Analysis/Analyst Information Science/Studies Mechanical Drafting & Mechanical Drafting CAD/CADD

Nο

Medical/Clinical Assistant Pharmacy Tech/Assistant

Provider: SOFTWARE ADVANCED TECHNOLOGIES INSTITUTE

Physical Address: 2151 Salvio Street Financial Aid: No Doctorate Degree: No

Concord, CA 94522 Veteran Approved: No Master's Degree: No

Job Placement: Yes Bachelor's Degree: No School Type: Proprietary (Private) Business and Career Development: Yes Associate Degree: No

Technical Schools Counseling: Yes Certificate: Yes

 Phone:
 (925) 681-0697
 Child Care:
 No
 Diploma:

 Fax:
 (925) 681-0695
 Open Entry/Open Exit:
 No

Internet/URL: http://www.saticareers.com Distance Learning: No

Email: info@saticareers.com English as a Second Language: No

Training Program(s):

Computer Engineering, General Computer Systems Analysis/Analyst

Provider: ST. MARY'S COLLEGE

Physical Address: 1928 St. Mary's RoadFinancial Aid:YesDoctorate Degree:YesMoraga, CA 94556Veteran Approved:NoMaster's Degree:Yes

Job Placement: No Bachelor's Degree: Yes
School Type: Private 4- or more year Colleges Career Development: No Associate Degree: No

and Universities, including Graduate and Counseling: Yes Certificate: Yes Professional Schools Child Care: No Diploma: No

 Phone:
 (925) 631-4000
 Open Entry/Open Exit:
 Yes

 Fax:
 (925) 631-9869
 Distance Learning:
 Yes

Internet/URL: <a href="http://www.stmarys-ca.edu">http://www.stmarys-ca.edu</a> English as a Second Language: No

Email: smcadmit@stmarys-ca.edu

Training Program(s):

Accounting History, General

Anthropology Humanities/Humanistic Studies
Art/Art Studies, General Legal Assistant/Paralegal

Bilingual & Multilingual Education Liberal Arts & Sciences/Liberal Studies
Biology/Biological Sciences, General Management Information Systems, General

Business Administration, Management & Operations, Other Chemistry, General Marriage & Family Therapy/Counseling Mathematics, General

Chemistry, General Mathematics, General Classics & Classical Lang, Literatures, & Linguistics, Other Communication Studies/Speech Communication & Rhetoric Nursing, Other

Computer Science Philosophy & Religious Studies, Other

Counseling Psychology Physics, General

Counselor Education/School Counseling & Guidance Services Political Science & Government, Other

Creative Writing Pre-Dentistry Studies
Drama & Dramatics/Theatre Arts, General Pre-Law Studies

Economics, General Pre-Medicine/Pre-Medical Studies

Education, General Ed Administration & Supervision, Other

Engineering, General

English Language & Literature, General

**Environmental Science** 

French Language & Literature

Health & Physical Education, General

Health/Health Care Administration/Management

Health/Medical Physics

Psychology, General Reading Teacher Education Science, Technology & Society

Sociology

Spanish Language & Literature

Special Education & Teaching, General

Teacher Ed & Profess Develop, Specific Subject Areas, Other

No

No

No

No

No

No

Yes

**Doctorate Degree:** 

Bachelor's Degree:

**Associate Degree:** 

Certificate:

Diploma:

Master's Degree:

No

No

No

Nο

Yes No

No

No

No

Visual & Performing Arts, General

Women's Studies

Financial Aid:

**Veteran Approved:** 

**Career Development:** 

Open Entry/Open Exit:

Job Placement:

Counseling:

Child Care:

THE SERVICE QUALITY DEPARTMENT Provider:

Physical Address: 1063 Todos Santos Station

Concord, CA 94522

Other Education

School Type: Phone: (925) 798-0896 Fax: (925) 685-4859

Internet/URL: http://www.service-quality.com/ Email: info@service-quality.com

**Distance Learning:** No

English as a Second Language: No

Training Program(s):

Selling Skills and Sales Operations

Customer Service Support/Call Center/Teleservice Operation

Provider: TLC SCHOOL OF NURSING ASSISTANT

Physical Address: 844 Willow Ave. Ctr. A-2

Hercules, CA 94547

Proprietary (Private) Business and

**Technical Schools** 

School Type:

Phone: (510) 799-1870

Fax: (510) 799-8429 Internet/URL: Not Applicable

Email: Not Available **Financial Aid:** No **Doctorate Degree: Veteran Approved:** No Master's Degree:

Job Placement: Yes Bachelor's Degree: No **Career Development:** No Associate Degree: No Certificate: Yes Counseling: No

**Child Care:** Diploma: No Open Entry/Open Exit: No

**Distance Learning:** No

English as a Second Language: No

Training Program(s):

Nurse/Nursing Assistant/Aide and Patient Care Assistant

Provider: **UA LOCAL 159 PLUMBERS** 

Physical Address: 1308 Roman Way

Martinez, CA 94553

**Veteran Approved:** Job Placement: **Career Development:** 

Counseling:

Child Care:

**Financial Aid:** 

No **Doctorate Degree:** Yes Master's Degree: Yes

No

No No No

No

School Type: Apprenticeship Program (925) 229-0883 Phone:

(925) 229-1101 Fax:

Bachelor's Degree: No **Associate Degree:** Certificate: Yes

Yes Diploma: No

Internet/URL:Not ApplicableOpen Entry/Open Exit:NoEmail:Not AvailableDistance Learning:No

English as a Second Language: No

Training Program(s):

Pipefitting/Pipefitter Plumbing Technology/Plumber

Provider: UNIVERSITY OF CALIFORNIA, BERKELEY - UNIVERSITY EXTENSION

Physical Address: 2272 Camino RamonFinancial Aid:YesDoctorate Degree:NoSan Ramon, CA 94583Veteran Approved:YesMaster's Degree:No

Job Placement: Bachelor's Degree: No No School Type: Public 4- or more year Colleges Career Development: No Associate Degree: No and Universities, including all Graduate and Counseling: No Certificate: Yes **Professional Schools Child Care:** No Diploma: No

 Phone:
 (925) 806-0300
 Open Entry/Open Exit:
 Yes

 Fax:
 (925) 806-9002
 Distance Learning:
 Yes

Internet/URL: http://www.unex.berkeley.edu English as a Second Language: No

Email: cmf@unx.berkeley.edu

Training Program(s):

Accounting Environmental/Environmental Health Engineering

Architectural Drafting & Architectural CAD/CADD Finance, General

Biological & Physical Sciences Health & Physical Education, General

Business Administration & Management, General Heating, A C, Ventilation & Refrigeration Maint Technology/Tech

Business, Mgt, Marketing & Related Support Serv, Other Human Resources Management & Services, Other

Cinematography &Film/Video Production Human Resources Management/Personnel Adm, General

Commercial & Advertising Art Linguistics

Computer Programming/Programmer, General Management Science, General

Computer Science Mathematics, General

Computer Systems Networking & Telecommunications

Computer Teacher Education

Personal Awareness & Self-Improvement, Other
Sales, Distribution, & Marketing Operations, General

Education, General Social Sciences, General

Engineering, General Teaching English as a 2<sup>nd</sup> or Foreign Lang/ESL Lang Instructor

Environmental Engineering Technology/Environmental Tech Technical & Business Writing

Provider: UNIVERSITY OF PHOENIX

Physical Address: 370 N. Wiget Lane Ste 100 Financial Aid: Yes Doctorate Degree: Yes

Walnut Creek, CA 94598

Veteran Approved: Yes

Job Placement: Yes

Bachelor's Degree: Yes

School Type: Private 4- or more year Colleges Career Development: Yes Associate Degree: Yes and Universities, including Graduate and Counseling: Yes Certificate: Yes

Child Care:

No

Diploma:

No

Professional Schools

 Phone:
 (888) 925-6882
 Open Entry/Open Exit:
 Yes

 Fax:
 (925) 946-0233
 Distance Learning:
 Yes

Internet/URL: <a href="http://www.phoenix.edu">http://www.phoenix.edu</a> English as a Second Language: No

Email: Not Available

Training Program(s):

Accounting & Business/Management

Business Administration & Mgt, General

Business/Commerce, General

Computer & Information Sciences, General

Management Information Systems & Services, Other

Management Science, General

Nursing-Registered Nurse Training (RN, ASN, BSN, MSN)

Diploma:

No

Provider: UNIVERSITY OF SAN FRANCISCO - SAN RAMON REGIONAL CAMPUS

Physical Address: 1 Annabel Lane Financial Aid: Yes Doctorate Degree: No

San Ramon, CA 94583 Veteran Approved: No Master's Degree: Yes

Job Placement: Yes Bachelor's Degree: Yes School Type: Private 4- or more year Colleges Career Development: Yes Associate Degree: No

and Universities, including Graduate and Counseling: Yes Certificate: No

Professional Schools Child Care: No Phone: (925) 867-2711 Open Entry/Open Exit: Yes

Fax: (925) 867-2711 Open Entry/Open Exit: Yes

Fax: (925) 275-1555 Distance Learning: No

Internet/URL: http://www.usfca.edu English as a Second Language: No

Email: sanramoncampus@usfca.edu

Training Program(s):

Criminal Justice/Police Science Management Information Systems, General

Health/Health Care Administration/Management Organizational Behavior Studies

Human Resources Mgt/Personnel Admin, General Teacher Ed. & Professional Develop, Specific Subject Areas, Other

Provider: WEST CONTRA COSTA ADULT EDUCATION

Physical Address: 6028 Ralston Avenue Financial Aid: No Doctorate Degree: No Richmond, CA 94805 Veteran Approved: No Master's Degree: No

Richmond, CA 94805

Veteran Approved:

No Master's Degree:

No Bachelor's Degree:

No School Type:

Public Adult Schools with

Career Development:

Yes Associate Degree:

No

Occupational Programs

Counseling: Yes Certificate: Yes Phone: (510) 215-4666

Child Care: No Diploma: Yes

Fax: (510) 215-0430 Open Entry/Open Exit: Yes Internet/URL: www.wccusd.k12.ca.us/adulted/west.htm Distance Learning: No

Email: pehara@wccusd.k12.ca.us English as a Second Language: No

Training Program(s):

Accounting Technology/Tech & Bookkeeping

Administrative Assistant & Secretarial Science, Gen

Health & Physical Education/Fitness, Other
Health-Related Knowledge & Skills, Other

Building/Property Maintenance & Mgt Heating, AC & Refrig Techn/Tech (ACH/ACR/ACHR/HRAC/HVAC)

Career Exploration/Awareness Skills Home Maintenance & Improvement

Computer & Information Sciences, General Human Development, Family Studies, & Related Services, Other

Computer Engineering Technology/Tech Investments & Securities

Construction Engineering Technology/Tech Music, General

Cooking & Other Domestic Skills Painting
Dance, General Photography
Drawing Radio & Television

**Driver & Safety Teacher Education** 

Education, General

Fiber, Textile & Weaving Arts

Film/Video & Photographic Arts, Other

Finance, General

Fine Arts & Art Studies, Other

French Language & Literature

General Office Occupations & Clerical Services

Real Estate Receptionist

Sign Language Interpretation & Translation

Spanish Language & Literature Welding Technology/Welder Woodworking, General

**Financial Aid:** 

**Veteran Approved:** 

**Career Development:** 

Open Entry/Open Exit:

**Distance Learning:** 

Job Placement:

Counseling:

Child Care:

Writing

Provider: WESTERN CAREER COLLEGE

Physical Address: 380 Civic Drive, Ste 300

Pleasant Hill, CA 94523

Hospital or Health Programs not

elsewhere included

**School Type:** 

**Phone:** (925) 609-6650

**Fax:** (925) 609-6666

Internet/URL: <a href="http://www.westerncollege.com">http://www.westerncollege.com</a>

Email: Not Available

Available English as a Second Language:

**Training Program(s):** 

Dental Assisting/Assistant
Medical Admin/Executive Assistant & Medical Secretary

Medical/Clinical Assistant Pharmacy Tech/Assistant

Provider: WESTERN COLLEGE OF TRAVEL CAREERS, INC.

Physical Address: 1475 N. Broadway

Walnut Creek, CA 94596

Financial Aid: Veteran Approved:

**Career Development:** 

**Distance Learning:** 

Job Placement:

No **Doctorate Degree:** Yes **Master's Degree:** 

Master's Degree: No Bachelor's Degree: No Associate Degree: No

No

Yes

Yes

**School Type:** Proprietary (Private) Business and

Technical Schools

**Phone:** (925) 945-0790

Fax (925) 943-2349

Internet/URL: Not Applicable
Email: Not Available

Counseling: Yes Certificate:
Child Care: No Diploma:

Open Entry/Open Exit: No

No

Yes

Yes

Yes

Yes

Yes

Yes

No

No

No

Nο

**Doctorate Degree:** 

Master's Degree:

Bachelor's Degree:

**Associate Degree:** 

Certificate:

Diploma:

No

No

No

No

Yes

Nο

No

English as a Second Language: No

Training Program(s):

Tourism and Travel Services Marketing Operations

**Tourism Promotion Operations** 

Provider: WORLDWIDE EDUCATIONAL SERVICES

Physical Address: 2280 Diamond Blvd, #330

Concord, CA 94520

13830 San Pablo Ave. Ste. D

Financial Aid:
Veteran Approved:
Job Placement:

Yes Doctorate Degree:
Yes Master's Degree:
Yes Bachelor's Degree:

No No No

No

San Pablo, CA 94520

**Career Development:** 

Yes

Associate Degree:

School Type: Proprietary (Private) Business and Counseling: Yes Certificate: Yes

Technical Schools Child Care: No Diploma: No

 Phone:
 (925) 798-2000
 Open Entry/Open Exit:
 Yes

 Fax:
 (925) 798-5314
 Distance Learning:
 No

Internet/URL: <a href="http://www.wesoc.com">http://www.wesoc.com</a> English as a Second Language: Yes

Email: wesoc@ix.netcom.com

#### Training Program(s):

Accounting Technology/Tech and Bookkeeping
Administrative Assistant and Secretarial Science, General

Basic Skills, General

Business Administration and Management, General Business/Office Automation/Technology/Data Entry

Communications Systems Installation and Repair Technology

Computer and Information Sciences, General

Computer Systems Analysis/Analyst

Computer Technology/Computer Systems Technology Customer Service Support/Call Center/Teleservice Operation

Data Entry/Microcomputer Applications, General

Electrical. Electronic & Commun Engineering Technology/Tech Electrical/Electronics Equipment Installation & Repair, General Gen Merchandising, Sales, & Related Marketing Ops, Other

General Office Occupations and Clerical Services

Health and Medical Administrative Services, Other Hotel/Motel Administrative Services, Other

Human Resources Management and Services, Other

Insurance

Legal Administrative Assistant/Secretary

Management Information Systems and Services, Other Mechanic and Repair Technologies/Tech, Other Med Admin/Executive Assistant & Medical Secretary

Medical Transcription/Transcriptionist Office Management and Supervision

Real Estate Receptionist

Retailing and Retail Operations

Security and Loss Prevention Services

Selling Skills and Sales Operations

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## Appendix B

Occupation	Licensing and/or Certifying Agency	Year Studied
Accountants and Auditors	Department of Consumer Affairs State Board of Accountancy 2000 Evergreen Street, Suite 250 Sacramento CA 95818-3832 916-263-3680 www.dca.ca.gov	2002
Automotive Mechanics	Department of Consumer Affairs  Bureau of Automotive Repair  10240 Systems Parkway  Sacramento CA 95827  800-952-5210 www.dca.ca.gov	1998
Brick Masons	Department of Consumer Affairs  Contractors State License Board  9821 Business Park Drive  Sacramento CA 95827  916-255-3900 / 800-321-2752 www.cslb.ca.gov	2001
Carpet Installer	Department of Consumer Affairs Contractors State License Board 9821 Business Park Drive Sacramento CA 95827 916-255-3900 / 800-321-2752 www.cslb.ca.gov	2002
Chemical Engineers	Department of Consumer Affairs  Board for Professional Engineers and Land Surveyors 2535 Capitol Oaks Drive, Suite 300  Sacramento CA 95833  916-263-2222 www.dca.ca.gov	1996
Child Care Workers	Department of Social Services Children's Services Branch 744 P Street Sacramento CA 95814 916-445-2832 www.dss.cahwnet.gov	2002

Occupation	Licensing and/or Certifying Agency	Year Studied
Civil Engineering Technicians and Technologists	Department of Consumer Affairs  Board for Professional Engineers and Land Surveyors  2535 Capital Oaks Drive, Suite 300  Sacramento CA 95833  916-263-2222 www.dca.ca.gov	1998
Dental Assistants	Department of Consumer Affairs  Dental Board of California  1428 Howe Avenue, Suite 58  Sacramento CA 95825  916-263-2595 www.dca.ca.gov	2000
Detectives and Investigators	Department of Consumer Affairs  Bureau of Security and Investigative Services  401 S Street, Suite 101  Sacramento CA 95814  916-322-4000 www.dca.ca.gov	1998
Dispatchers - Police, Fire, and Ambulance	The State of California  Commission on Peace Officer Standards and Training  340 Marina Blvd 600 F Street  Pittsburg CA 94565 Martinez CA 94553  925-427-8230 925-228-3276 www.post.ca.gov	2002
Drywall Installers	Department of Consumer Affairs  Contractors State License Board  9821 Business Park Drive  Sacramento CA 95827  916-255-3900 / 800-321-2752 www.dcs.cslb.gov	2001
Electricians	Department of Consumer Affairs  Contractors State License Board  9821 Business Park Drive  Sacramento CA 95827  916-255-3900 / 800-321-2752 www.cslb.ca.gov	2002

Occupation	Licensing and/or Certifying Agency	Year Studied
Electrical Engineers	Department of Consumer Affairs  Board for Professional Engineers and Land Surveyors 2535 Capitol Oaks Drive, Suite 300 Sacramento CA 95833 916-263-2222 www.dca.ca.gov	1996
Engineering, Mathematical and Natural Sciences Managers	Department of Consumer Affairs  Board for Professional Engineers and Land Surveyors  2535 Capitol Oaks Drive, Suite 300  Sacramento CA 95833  916-263-2222 www.dca.ca.gov	2001
Guards and Watch Guards	Department of Consumer Affairs  Bureau of Security and Investigative Services  401 S Street, Suite 101  Sacramento CA 95814  916-322-4000 www.dca.ca.gov	1998
Hairdressers, Hairstylists and Cosmetologists	Department of Consumer Affairs  IBureau of Barbering and Cosmetology  400 R Street, Suite 5100  Sacramento CA 94244-2260  800-952-5210 www.dca.ca.gov	1999
Heating, Air Conditioning & Refrigeration Mechanics & Installers	Department of Consumer Affairs  Contractors State License Board  9821 Business Park Drive  Sacramento CA 95827  916-255-3900 / 800-321-2752 www.cslb.ca.gov	2002
Home Health Aides	Department of Health Services  Licensing and Certification P O Box 942732  Sacramento CA 94234-7320  916-327-2445 www.dhs.cahwnet.gov	1998

Occupation	Licensing and/or Certifying Agency	Year Studied
Industrial Truck and	Department of Motor Vehicles	1999
Tractor Operators	Commercial Driving License Office	
	800-777-0133 www.dmv.ca.gov	
Licensed Vocational	Department of Consumer Affairs, Board of	1997
Nurses	Vocational Nurse & Psychiatric Technician Examiners	
	2535 Capitol Oaks Drive, Suite 205	
	Sacramento CA 95833	
	916-263-7800 www.dca.ca.gov	
Manicurists	Department of Consumer Affairs	2001
	Bureau of Barbering and Cosmetology	
	400 R Street, Suite 5100	
	Sacramento CA 94244-2260	
	800-952-5210 www.dca.ca.gov	
Medical Assistants	Department of Consumer Affairs	1998
	Medical Board of California Licensing Program	
	1426 Howe Avenue, Suite 54	
	Sacramento CA 95825-3236	
	916-263-2382 www.dcs.ca.gov	
Nurse Aides	Department of Health Services	2001
	Licensing and Certification	
	P O Box 942732	
	Sacramento CA 94234-7320	
	916-327-2445 www.dhs.cahwnet.ca.gov	
Operating Engineers	Department of Motor Vehicles	2002
	Commercial Driving License Office	
	800-777-0133 www.dmv.ca.gov	
Opticians - Dispensing	Department of Consumer Affairs	1999
and Measuring	Medical Board of California Licensing Program	
Ü	1426 Howe Avenue, Suite 54	
	Sacramento CA 95825-3236	
	916-263-2382 www.dca.ca.gov	
	· · · · · · · · · · · · · · · · · · ·	

Occupation	Licensing and/or Certifying Agency	Year Studied
Painters, Paperhangers-	Department of Consumer Affairs	2002
Construction and	Contractors State License Board	
Maintenance	9821 Business Park Drive	
	Sacramento CA 95827	
	916-255-3900 / 800-321-2752 www.cslb.ca.gov	
Physical Therapy	Department of Consumer Affairs	2000
Assistants	Physical Therapy Board of California	
	2535 Capitol Oaks Drive, Suite 205	
	Sacramento CA 95825-3204	
	916-263-2550 Fax 916-263-2560 www.ptb.ca.gov	
Plasterers and Stucco	Department of Consumer Affairs	2001
Masons	Contractors State License Board	
	9821 Business Park Drive	
	Sacramento CA 95827	
	916-255-3900 / 800-321-2752 www.cslb.ca.gov	
Registered Nurses	Department of Consumer Affairs	1998
	Board of Registered Nursing	
	P O Box 944210	
	Sacramento CA 94244-2100	
	916-322-3350 www.dca.ca.gov	
Sales Agents-Securities,	Department of Corporations	2001
Commodities & Financial	Securities Regulation Division	
Services	1515 K Street, Suite 200	
	Sacramento CA 95814-4052	
	916-445-3062 www.corp.ca.gov	
Teachers	Commission on Teacher Credentialing	2002
<b>Education Administrators</b>	1900 Capitol Avenue	
	P O Box 944270	
	Sacramento CA 94244-2700	
	888-921-2682 www.ctc.ca.gov	
Teachers and	Commission on Teacher Credentialing	1999
Instructors -	1900 Capitol Avenue	
Vocational Education	P O Box 944270	
and Training	Sacramento CA 94244-2700	
	888-921-2682 www.ctc.ca.gov	

Occupation	Licensing and/or Certifying Agency	Year Studied
Teachers - Elementary School	Commission on Teacher Credentialing 1900 Capitol Avenue P O Box 944270 Sacramento CA 94244-2700 888-921-2682 www.ctc.ca.gov	2002
Teachers - Kindergarten	Commission on Teacher Credentialing	1996
	1900 Capitol Avenue 2535 Capitol Oaks Drive, Suite 205 Sacramento CA 94244-2700 888-921-2682 www.ctc.ca.gov	
Teachers - Secondary	Commission on Teacher Credentialing	2001
School	1900 Capitol Avenue 2535 Capitol Oaks Drive, Suite 300+B15 Sacramento CA 94244-2700 888-921-2682 www.ctc.ca.gov	
Teachers - Special	Commission on Teacher Credentialing	1998
Education	1900 Capitol Avenue P O Box 944270 Sacramento CA 94244-2700 888-921-2682 www.ctc.ca.gov	
Truck Drivers - Heavy	Department of Motor Vehicles	2002
or Tractor Trailer	Commercial Driving License Office 800-777-0133 www.dmv.ca.gov	
Truck Drivers - Light	Department of Motor Vehicles	2000
	Commercial Driving License Office 800-777-0133 www.dmv.ca.gov	
Vocational and	Commission on Teacher Credentialing	2001
Educational Counselors	1900 Capitol Avenue P O Box 944270 Sacramento CA 94244-2700 888-921-2682 www.ctc.ca.gov	

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## Appendix C



#### Please return completed questionnaire to:

Workforce Development Board of Contra Costa County 2425 Bisso Lane, Suite 100 Phone (925) 646-5023 Concord, CA 94520 Fax (925) 646-5517

## **ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL** Whom should we contact with any further questions?

w nom snould	we contact	with any	rururer	questions:	
Name:					
Position:					
Phone:		1	Fav:		

_						1 110	iic		rax			
Oc	cupation:											
	es your firm employ any indiv If yes, please complete t If no, please return this our firm has multiple locations	his survey	y for the occ	upation d	lescribed. ress.	-		above?	☐ Yes		No	
1.	What job title(s) does your fir for <b>these duties</b> ?		Job Title(s		o location.	3 III <b>y 0</b>	ir county.					
2.	a. How many employees does	your firn	n currently h	ave in th	is occupat	ion?			Number of E	mplo	vees:	
	b. In this occupation, how m	any are:				Numb	er of Males:		Number of Fo	emale	es:	
	c. In this occupation, how ma	any curre	nt employee	s are ther	e; and on a	verage	, how many v	weekly ho	ours do they we	ork?		
	Regular, Full Time:	Number	of Employe	es:		A	verage Week	ly Hours	Worked:			
	Regular, Part Time:	Number	of Employe	es:		A	verage Week	ly Hours	Worked:			
	Temporary/On Call:	Number	of Employe	es:		A	verage Week	ly Hours	Worked:			
	Seasonal:	Number	of Employe	es:		A	verage Week	ly Hours	Worked:			
3.	In your firm, what shifts are available for <b>this occupation</b> ? (check all that apply)					□ D □ Ot	ay □ S her: Please	_	☐ Graveyard			
4.	Has your firm hired in this o	ccupatio	n within the	last 12 m	onths?			□ Yes	□ No			
	If yes, how many were hired					ions w	thin your fire	n?				
	<u> </u>	V	acancies res	sulting fro	om people	in pern	nanent position	ons leavir	ng your firm?			
		r	iew permane	ent positio	ons resultir	ng from	growth?					
		1	emporary, c	on call, or	seasonal p	osition	ıs?					
5.	a. During the last 12 months, occupation: (Check one)	did your	firm's emplo	oyment in	this		Decline	□ Ren	nain Stable		Grow	
	b. Over the next 24 months, cin this occupation to: (Check		pect your fir	m's emp	loyment		Decline	□ Ren	nain Stable		Grow	
6.	When you hire applicants for this occupation required? If <b>yes</b> or <b>preferred</b> , how muc required/preferred?					_	Yes □ No Yes □ No	_ ( month	required, but p		red	
	Is experience in other occupa	tions acce	epted?			Occ	upation:					_ (months)
7.	If prior experience is required qualified applicants. (Circle of		u hire appli	cants for	this occup	ation,	please indic	ate how	difficult it is fo	r you	r firm to fir	nd fully
	Not Difficult	1	2	3	4	Dį	fficult					
8.	If prior experience is <u>not</u> requ qualified applicants. (Circle		n you hire ap	plicants	for this oc	cupati	on, please in	ndicate h	ow difficult it i	is for	your firm to	o find
	Not Difficult	1	2	3	4	Dį	fficult					

Does your firm accept training as a substitute for each how many months of training can generally be substitute.		occupation	n? If yes,	□ Yes	☐ Yes ☐ No (months)			
10. Is technical or vocational training required prior to this occupation? If yes or preferred, what kind required?		☐ Yes	□ No	□ Not	required, but preferred(months)			
11. What is the minimum level of education your firm	requires when h	iring an ap	pplicant in this	occupation? (	Check one).			
☐ Less than high school diploma	☐ High scho	ol diploma	or equivalent	☐ Associa	te Degree (2 year)			
☐ Bachelor Degree (4 year)	☐ Graduate	Study						
12. What is the usual income earned by your firm's er occupation at the following levels of skills and ex				npensation, ple types(s) of cor	ease indicate the average overall inpensation.			
	Base Wage or S	<u>Salary</u>	Other Compe	ensation .	Type of Compensation			
New hires, no experience (trained or untrained):	\$		\$		☐ Commission			
New hires who are experienced:	\$		\$		□ Tips			
Experienced employees after 3 years with your	<i>s</i>		S		□ Bonus			
firm:	□ Hour □ W	 Veek	□ Hour L	□ Week	☐ Piece Rate			
(Please check one)	☐ Month ☐ Y	ear	☐ Month ☐	7 Year	☐ Other Specify			
13. Are the wages for employees in this occupation sagreement? If yes, what is the name of the union			ining or union		□ Yes □ No			
14. Please check which benefits your firm offers full-t pays for them:			r) employees in	this occupati	on and which best describes who			
<u>Employ</u>	ver Pays All	Share	Cost	Employee Pay.	s All <u>Not Provided</u>			
FT	PT	FT	PT		PT FT PT			
Medical Insurance								
Dental Insurance □ Vision Insurance □								
Life Insurance								
Sick Leave								
Vacation □								
Retirement Plan								
Child Care □								
Other (Please Specify):								
15 a. Does your firm ever promote employees <b>in this</b> If yes, what are the titles of the position	-	_	^	☐ Yes	□ No			
b. What skills are important for career advancement	ent?							
16. What computer software skills, if any, does your fi	rm seek in applica	ants <b>for th</b>	is occupation?	(Please check	all that apply)			
Specify software names: ☐ None ☐ Word Processing ☐ Spreadsheet	☐ Databas	se	☐ Desktop	Publishing	□ Other:			
17. What other new skills are needed to perform the de	uties of this occup	pation?						
18. When your firm hires employees for this occupati	on, which are the	top three	most successfu	ıl recruitment r	methods?			
<ul> <li>☐ In-house promotions or transfers</li> <li>☐ EDD</li> <li>☐ School/program referrals</li> <li>☐ Private employment agencies</li> </ul>		applicant all referra		   	Internet Colleges/Universities Employee referrals Other (Please specify):			
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:	□Ye	es s	□No					

20. Does your firm ever promote employees into this occupation from <b>lower level</b> positions? ☐ Yes ☐ No If yes, what is the typical career path that leads to this occupation?
21. When your firm hires employees for <b>this occupation</b> , which are the three most important skills sought?  ☐ Identifying Downstream Consequences ☐ Information Gathering ☐ Information Organization ☐ Service Orientation ☐ Judgment and Decision Making ☐ Mathematics ☐ Management and Financial Resource
22. Are you aware of any skill deficiencies within <b>this occupation</b> in regard to your recent hires or job applicants?    Yes
23. Are you aware of any skill deficiencies for <b>other occupation(s)</b> within your organization?    If yes, please specify:  Occupation:  Skills:
24. For what occupations do you have the most difficulty finding qualified applicants?  Please specify the occupation(s):
25. Do you have an employee in this occupation who would be a good role model for students interested in this career field?   Yes   No  If yes, may we call you at a later date to discuss the possibility of a career information interview with your

Thank you for your participation in the CCOIS program!

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## Table A

Contra Costa County Occupation Matrix:
Ranked by Occupational Employment Statistic (OES) Code Division Title

Table A

#	Study Year	OES Code	Occupational Title	#Jobs 1999	#Jobs 2006	Absolute Change 1999 -2006	Opening Due to Separations	Н	ledian lourly <i>N</i> age
1	2002	211140	Accountants and Auditors	2,800	3,200	400	320	\$	27.53
2	2000	531230	Adjustment Clerks	1,418	1,690	280	70	\$	16.44
3	1997	130140	Administrative Services Managers	1,340	1,580	240	180	\$	31.26
4	1997	680140	Amusement and Recreation Attendants	1,050	1,300	250	160	_	8.54
5	1998	939560	Assemblers and Fabricators - Except Machine, Electrical	1,080	1,270	190	150	\$	10.56
6	1997	853050	Automotive Body and Related Repairers	400	450	50	90	\$	19.82
7	2002	865684999	Automotive Glass Technicians	N/A	N/A	N/A	N/A	N/	
8	2001	853020	Automotive Mechanics	2,160	2,480	320	400	\$	10.98
9	1996	650210	Bakers-Bread and Pastry	530	600	70	110	\$	11.16
10	2000	535080	Bill and Account Collectors	760	950	190	160	\$	16.53
11	1995	041061999	Biotechnologists	N/A	N/A	N/A	N/A	\$	19.71
12	2002	041061997	Biotechnology Laboratory Assistants	N/A	N/A	N/A	N/A	\$	19.71
13	1998	041061999	Biotechnology Research Assistants	N/A	N/A	N/A	N/A	\$	19.71
14	2000	553380	Bookkeeping, Accounting and Auditing Clerks, incl. Book	4,820	5,060	240	640	\$	18.08
15	2001	873020	Brick Masons	200	270	70	30	\$	20.84
16	1999	853110	Bus and Truck Mechanics and Diesel Engine Specialists	280	310	30	50	\$	21.08
17	1995	871020	Carpenters	5,370	6,580	1,210	1,120	\$	22.51
18	2001	876020	Carpet Installers	230	280	50	40	\$	23.48
19	2002	490230	Cashiers	8,290	9,680	1,390	2,860	\$	8.73
20	1996	221140	Chemical Engineers	170	210	40	30	\$	38.50
21	1995	950080	Chemical Plant and Systems Operators	270	330	60	70	\$	24.32
22	2002	680380	Childcare Workers	1,420	1,900	480	110	\$	9.21
23	1996	225020	Civil Engineering Technicians and Technologists	220	270	50	40	\$	23.20
24	1997	650410	Combined Food Preparation and Service Workers	3,890	4,320	430	1,600	\$	7.65
25	2001	003362999	Computer Aided Design (CAD) Technicians	N/A	N/A	N/A	N/A	N/	Α
26	2001	213132999	Computer and Software Support Technicians	N/A	N/A	N/A	N/A	\$	23.42
27	1995	221270	Computer Engineers	1,190	1,890	700	60	\$	42.03
28	2000	033162996	Computer Network Technicians	N/A	N/A	N/A	N/A	\$	32.43
29	1994	560110	Computer Operators	420	380	40	40	\$	18.42
30	1998	251051	Computer Programmers, including Aides	2,900	3,430	530	680	\$	38.01
31	1999	251040	Computer Support Specialists	2,360	3,570	1,210	120	\$	23.42
32	1997	873110	Concrete and Terrazzo Finishers	550	680	130	50	\$	16.28
33	1999	150170	Construction Managers	810	1,020	210	110	\$	40.29
34	2000	650260	Cooks – Restaurant	2,040	2,350	310	410	\$	11.26
35	2002	650320	Cooks – Specialty Fast Food	1,310	1,500	190	270	\$	7.72
36	2001	219020	Cost Estimators	530	650	120	50	\$	32.30
37	2002	490170	Counter and Rental Clerks	1,240	1,540	300	430	\$	9.87
38	2000	650170	Counter Attendants	1,000	1,110	110	670		7.66
39	1997	553350	Customer Service Representatives - Utilities	830		120	150	\$	16.44
40	1995	560170	Data Entry Keyers - except Composing	930	1,010	80	50	\$	13.18
41	2000	857050	Data Processing Equipment Repairers	100	120	20	10	\$	16.16
42	2002	251030	Database Administrators	520	670	150	70	_	27.87
43	2001	490340	Demonstrators and Promoters	210	270	60	50	\$	10.15

Contra Costa County Occupation Matrix:
Ranked by Occupational Employment Statistic (OES) Code Division Title

Table A

#	Study Year	OES Code	Occupational Title	#Jobs 1999	#Jobs 2006	Absolute Change 1999 -2006	Opening Due to Separations	Median Hourly Wage	
44	2000	660020	Dental Assistants	1,160	1,500	340	140	\$	17.44
45	1997	329080	Dental Hygienists	620	790	170	110	\$	36.35
46	1997	979382999	Desktop Publishing - Graphic Designers	N/A	N/A	N/A	N/A	\$	17.47
47	1998	630350	Detectives and Investigators, except Public	190	220	30	40	\$	13.70
48	2002	580020	Dispatchers – Police, Fire, and Ambulance	190	220	30	20	\$	21.30
49	1998	225140	Drafters (CAD)	660	780	120	120	\$	28.39
50	1995	971170	Driver/Sales Workers	520	550	30	70	\$	10.97
51	2001	871080	Drywall Installers	360	450	70	40	\$	21.42
52	2002	150050	Education Administrator	1,230	1,510	280	240	\$	22.54
53	1999	857110	Electric Home Appliance and Power Tool Repairers	100	110	10	20	\$	31.00
54	2000	939050	Electrical and Electronic Assemblers	140	190	50	20	\$	13.49
55	1999	225050	Electrical and Electronic Engineering Technicians	1,110	1,330	220	170	\$	24.80
56	1996	221260	Electrical and Electronic Engineers	810	1,150	340	140	\$	35.38
57	2002	872020	Electricians	1,510	1,840	330	240	\$	32.98
58	2000	857080	Electronic Home Entertainment Equipment Repairers	N/A	N/A	N/A	N/A	\$	12.41
59	2000	215080	Employment Interviewers - Private or Public Employment	250	290	40	50	\$	23.23
60	2001	130170	Engineering, Mathematical, and Natural Sciences Managers	1,310	1,820	510	190	-	55.45
61	1997	553210	File Clerks	850	910	60	220	\$	13.42
62	1998	130020	Financial Managers	2,580	2,910	330	300	\$	44.18
63	1995	410020	First Line Supervisors and Managers - Sales, and Related	4,320	5,000	680	420	\$	17.29
64	1994	510020	First Line Supervisors/Managers - Clerical/Administrative	4,540	5,160	620	750	-	23.87
65	1997	810050	First Line Supervisors/Managers Construction Trades	960	1,190	230	200	-	30.85
66	1999	650380	Food Preparation Workers	3,000	3,360	360	1,240	-	9.56
67	1999	921683999	Forklift Operators	N/A	N/A	N/A	N/A	\$	16.52
68	1995	790300	Gardeners, Groundskeepers - except Farm	3,780	4,690	910	900	-	11.53
69	2000	190050	General Managers and Top Executives	8,570	10,000	1,430			43.77
70	2002	553470	General Office Clerks	9,240	10,300	1,060			13.67
71	2001	141061998	Graphic Designers	N/A	N/A	N/A	N/A	\$	25.52
72		630470	Guards and Watch Guards	1,750	2,210	460	350	-	10.93
73		680050	Hairdressers, Hairstylists, and Cosmetologists	910			180	-	9.43
74	2002	989020	Hand Packers and Packagers	2,250	3,040			-	9.84
75	1994	955559999	Hazardous Materials Waste Technicians	N/A	N/A	N/A	N/A	N/	
76	1997	168267998	Hazardous Waste Disposal Specialists	N/A	N/A	N/A	N/A	N/	
77	2002	859020	Heating, Air Conditioning, Refrigeration Mechanics, and	470	590	120	70	\$	11.16
78	2002	983120	Helpers - Carpenters and Related	460		120			15.58
79	2001	660110	Home Health Care Workers	460		140			14.82
80	1997	650020	Hosts, Hostesses - Restaurant, Lounge or Coffee Shop	840					8.19
81	1998	538080	Hotel Desk Clerks	200	220		60		9.47
82	2002	273080	Human Service Workers	370	530	160		_	16.58
83	1999	979470	Industrial Truck and Tractor Operators	550					16.52
84	2002	315211	Instructional Aides	1,900	2,450			-	
85	2002	313211	Instructors and Coaches - Sports and Physical Training	1,310	1,680				7.67
86	2002	533140	Insurance Policy Processing Clerks	620	650				18.51
00	2002	JJJ 140	insurance Policy Processing Clerks	020	000	30	60	ф	10.0

Contra Costa County Occupation Matrix:
Ranked by Occupational Employment Statistic (OES) Code Division Title

Table A

#	Study Year	OES Code	Occupational Title	#Jobs 1999	#Jobs 2006	Absolute Change 1999 -2006	Opening Due to Separations	Н	ledian lourly Nage
<del></del> 87	1999	031064999	Internet Web Site Designers/Developers (Webmasters)	N/A	N/A	N/A	N/A	\$	31.21
88	2001	670050	Janitors and Cleaners - except Maids and Housekeeping	4,690	5,440	750	780	\$	11.46
89	1996	313022	Kindergarten Teachers	700	880	180	120	N/	
90	1998	790410	Laborers, Landscaping and Groundskeeping	3,780	4,690	910	900	\$	12.28
91	1997	325050	Licensed Vocational Nurses	1,180	1,360	180	190	\$	22.39
92	2001	531210	Loan and Credit Clerks	890	950	60	70	\$	15.11
93	1996	211080	Loan Officers and Counselors	1,050	1,200	150	170	\$	28.34
94	1996	031126299	Local/Wide (LAN/WAN) Area Network Managers	N/A	N/A	N/A	N/A	N/	A
95	2000	891080	Machinists	750	890	140	110	\$	20.03
96	2001	670020	Maids and Housekeeping Cleaners	1,520	1,710	190	210	\$	9.10
97	1998	851320	Maintenance Repairers - General Utility	2,530	2,810	280	420	\$	17.22
98	2000	185167999	Manager, Retail Store	N/A	N/A	N/A	N/A	\$	17.29
99	1999	680080	Manicurists	N/A	N/A	N/A	N/A	\$	7.85
100	2000	130110	Marketing, Advertising and Public Relations Managers	1,550	1,850	300	160	\$	47.89
101	1995	221350	Mechanical Engineers	360	470	110	60	\$	38.31
102	1994	329050	Medical and Clinical Laboratory Assistants	240	280	40	20	\$	32.21
103	2001	660050	Medical Assistants	980	1,290	310	200	\$	14.45
104	1994	329110	Medical Records Technicians	150	200	50	30	\$	15.76
105	1999	031132999	Network Professionals	N/A	N/A	N/A	N/A	\$	31.39
106	2001	660080	Nurse Aides	2,210	2,680	470	240	\$	13.37
107	1997	790050	Nursery Workers	N/A	N/A	N/A	N/A	\$	7.14
108	2002	979560	Operating Engineers	770	930	160	110	\$	32.76
109	1999	325140	Opticians-Dispensing and Measuring	150	170	20	10	\$	17.00
110	2002	079364998	Optometric Assistants	N/A	N/A	N/A	N/A	N/	A
111	1998	553230	Order Clerks, - Materials, Merchandise, and Service	1,110	1,210	100	190	\$	15.20
112	2002	929740	Packaging and Filling Machine Operators and Tenders	520	690	170	110	\$	7.87
113	2002	874020	Painters, Paperhangers – Construction and Maintenance	1,430	1,800	370	290	\$	16.95
114	1994	283050	Paralegal Personnel	250	290	40	20	\$	25.10
115	1998	130050	Personnel, Training, and Labor Relations Managers	720	880	160	130	\$	36.84
116	1999	215110	Personnel, Training, and Labor Relations Specialists	1,220	1,420	200	250	\$	27.04
117	1995	670080	Pest Controllers and Assistants	70	80	10	10	\$	20.83
118	1995	325181	Pharmacy Technicians	300	350	50	60	\$	16.44
119	2000	660172	Physical Therapy Aides	110	140	30	20	\$	12.91
120	2000	660171	Physical Therapy Assistants	110	140	30	20	\$	22.78
121	2001	873170	Plasterers and Stucco Masons	230	310	80	50	\$	24.19
122	1994	875020	Plumbers, Pipefitters, Steamfitters	880	1,030	150	80	\$	26.23
123	2001	630140	Police Patrol Officers	1,290	1,580	290	270	\$	34.12
124	1996	313021	Preschool Teachers	1,530	2,000	470	260	\$	10.95
125	2002	580080	Production, Planning, and Expediting Clerks	560	610	50	50	\$	19.31
126	1997	150110	Property and Real Estate Managers and Administrators	480	500	20	50	\$	17.40
127	2000	790330	Pruners	150	190	40	40	\$	17.98
128	1997	130080	Purchasing Managers	470	510	40	80	\$	35.19
129	1995	329170	Radiologic Technologists - Therapeutic	300	340	40	30	\$	27.34

Contra Costa County Occupation Matrix:
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Table A

#	Study Year	OES Code	Occupational Title	#Jobs 1999	#Jobs 2006	Absolute Change 1999 -2006	Opening Due to Separations	ŀ	ledian lourly Wage
130	1999	553050	Receptionist and Information Clerks	4,300	4,980	680	630	\$	12.90
131	2001	325020	Registered Nurses	4,530	5,460	930	570	\$	36.15
132	1999	878080	Roofers	540	660	120	140	\$	20.11
133	2001	430140	Sales Agents – Securities, Commodities and Financial	800	970	170	50	\$	28.78
134	2000	490080	Sales Representatives Except Scientific and Related	2,210	2,410	200	390	\$	24.96
135	2001	490112	Salespersons - Retail (except Vehicle Sales)	11,750	13,250	1,500	3,020	\$	9.75
136	1999	551080	Secretaries, Except Legal and Medical	6,310	6,790	480	740	\$	16.88
137	1996	551020	Secretaries, Legal	660	700	40	80	\$	28.41
138	2000	030062999	Software Engineers	N/A	N/A	N/A	N/A	\$	42.03
139	1998	490210	Stock Clerks, Sales Floor	3,790	3,950	160	400	\$	12.19
140	1998	580230	Stock Clerks, Stockroom, Warehouse, Storage Yard	2,170	2,470	300	240	\$	12.19
141	1998	251020	Systems Analysts - Electronic Data Processing	2,160	3,430	1,270	120	\$	34.86
142	1997	313050	Teachers - Elementary School	4,720	5,960	1,240	850	N	/A
143	2001	313080	Teachers - Secondary School	5,210	6,850	1,640	1,340	N	/A
144	2000	313110	Teachers - Special Education	950	1,180	230	60	N	/A
145	1999	313140	Teachers and Instructors-Vocational Education and Training	1,330	1,640	310	110	\$	21.62
146	1998	003061999	Telecommunications Engineers	N/A	N/A	N/A	N/A	N	/A
147	1997	031262996	Telecommunications Technicians	N/A	N/A	N/A	N/A	N	/A
148	1997	490260	Telemarketers, News and Street Vendors, Telephone	720	980	260	160	\$	12.42
149	1999	857020	Telephone and Cable T.V. Line Installers and Repairers	940	1,180	240	240	\$	24.13
150	1998	580280	Traffic, Shipping, and Receiving Clerks	2,540	2,730	190	310	\$	13.78
151	2002	971020	Truck Drivers - Heavy or Tractor Trailer	2,120	2,510	390	230	\$	17.76
152	2000	971050	Truck Drivers, Light - including Delivery and Route Workers	2,970	3,550	580	320	\$	13.83
153	1994	553070	Typists, including Word Processing	1,100	1,090	10	150	\$	17.17
154	1998	680210	Ushers, Lobby Attendants, and Ticket Takers	170	220	50	30	\$	7.64
155	2001	315140	Vocational and Educational Counselors	440	500	60	70	\$	21.57
156	2000	650080	Waiters and Waitresses	4,360	4,920	560	1,810	\$	7.58
157	2000	939140	Welders and Cutters	480	560	80	90	\$	16.99

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## Table B

Table B

Contra Costa County Occupations with the Greatest Absolute Job Growth
Projection Period (1999 - 2006)

Rank	OES Code	Occupation	Annual <i>i</i> 1999 -	_	Absolute Change	Education/ Experience
1	31308	TEACHERSSECONDARY SCHOOL	5,210	6,850	1,640	BACHELOR'S DEGREE (5)
2	49011	SALESPERSONS, RETAIL	11,750	13,250	1,500	SHORT-TERM ON-THE-JOB TRAINING (11)
3	19005	GENERAL MANAGERS, TOP EXECS	8,570	10,000	1,430	WORK EXP., PLUS A BACHELOR'S OR HIGHER (4)
4	49023	CASHIERS	8,290	9,680	1,390	SHORT-TERM ON-THE-JOB TRAINING (11)
5	25102	SYSTEMS ANLYST-ELEC DATA PROCESSING	2,160	3,430	1,270	BACHELOR'S DEGREE (5)
6	31305	TEACHERSELEMENTARY SCHOOL	4,720	5,960	1,240	BACHELOR'S DEGREE (5)
7	25104	COMPUTER SUPPORT SPECIALISTS	2,360	3,570	1,210	BACHELOR'S DEGREE (5)
8	87102	CARPENTERS	5,370	6,580	1,210	LONG-TERM ON-THE-JOB TRAINING (9)
9	55347	GENERAL OFFICE CLERKS	9,240	10,300	1,060	SHORT-TERM ON-THE-JOB TRAINING (11)
10	32502	REGISTERED NURSES	4,530	5,460	930	ASSOCIATE DEGREE (6)
11	79041	LABORERS, LANDSCAP/GROUNDSKEEP	3,780	4,690	910	SHORT-TERM ON-THE-JOB TRAINING (11)
12	98902	HAND PACKERS & PACKAGERS	2,250	3,040	790	SHORT-TERM ON-THE-JOB TRAINING (11)
13	67005	JANITORS, CLEANERSEX MAIDS	4,690	5,440	750	SHORT-TERM ON-THE-JOB TRAINING (11)
14	22127	COMPUTER ENGINEERS	1,190	1,890	700	BACHELOR'S DEGREE (5)
15	41002	FIRST-LINE SUP/MGRSALES	4,320	5,000	680	WORK EXPERIENCE (8)
16	55305	RECEPTIONISTS, INFORMATION CLKS	4,300	4,980	680	SHORT-TERM ON-THE-JOB TRAINING (11)
17	51002	FIRST-LINE SUP/MGR, CLERICAL, ADMIN	4,540	5,160	620	WORK EXPERIENCE (8)
18	97105	TRUCK DRIVERS, LIGHT	2,970	3,550	580	SHORT-TERM ON-THE-JOB TRAINING (11)
19	65008	WAITERS AND WAITRESSES	4,360	4,920	560	SHORT-TERM ON-THE-JOB TRAINING (11)
20	31521	TEACHER AIDES, PARAPROFESS	1,900	2,450	550	ASSOCIATE DEGREE (6)
21	25105	COMPUTER PROGRAMMERS	2,900	3,430	530	BACHELOR'S DEGREE (5)
22	13017	ENG, MATH, NATURAL SCI MGRS	1,310	1,820	510	WORK EXP., PLUS A BACHELOR'S OR HIGHER (4)
23	55108	SECRETARIES, GENERAL	6,310	6,790	480	POST-SECONDARY VOCATIONAL EDUCATION (7)

Table B

Contra Costa County Occupations with the Greatest Absolute Job Growth
Projection Period (1999 - 2006)

Rank	OES Code	Occupation	Annual <i>i</i> 1999 -	•	Absolute Change	Education/ Experience
24	68038	CHILD CARE WORKERS	1,420	1,900	480	SHORT-TERM ON-THE-JOB TRAINING (11)
25	31303	TEACHERS, PRESCHOOL	1,530	2,000	470	BACHELOR'S DEGREE (5)
26	66008	NURSE AIDE, ORDERLIES, ATTNDNTS	2,210	2,680	470	SHORT-TERM ON-THE-JOB TRAINING (11)
27	53905	TEACH AIDES,EDUC ASSTS, CLER	1,400	1,860	460	SHORT-TERM ON-THE-JOB TRAINING (11)
28	63047	GUARDS & WATCH GUARDS	1,750	2,210	460	SHORT-TERM ON-THE-JOB TRAINING (11)
29	65041	COMBINED FOOD PREP & SERVICE	3,890	4,320	430	SHORT-TERM ON-THE-JOB TRAINING (11)
30	21114	ACCOUNTANTS & AUDITORS	2,800	3,200	400	BACHELOR'S DEGREE (5)
31	97102	TRUCK DRIVERS, HEAVY	2,120	2,510	390	SHORT-TERM ON-THE-JOB TRAINING (11)
32	31321	INSTRUCTORS & COACHESSPORTS	1,310	1,680	370	MODERATE-TERM ON-THE-JOB TRAINING (10)
33	87402	PAINTERS, PAPERHANGCONSTRUC	1,430	1,800	370	MODERATE-TERM ON-THE-JOB TRAINING (10)
34	65038	FOOD PREPARATION WORKERS	3,000	3,360	360	SHORT-TERM ON-THE-JOB TRAINING (11)
35	22121	CIVIL EGRSINCLUDING TRAFFIC	1,000	1,340	340	BACHELOR'S DEGREE (5)
36	22126	ELECTRICAL & ELECTRONIC EGRS	810	1,150	340	BACHELOR'S DEGREE (5)
37	66002	DENTAL ASSISTANTS	1,160	1,500	340	MODERATE-TERM ON-THE-JOB TRAINING (10)
38	13002	FINANCIAL MANAGERS	2,580	2,910	330	WORK EXP., PLUS A BACHELOR'S OR HIGHER (4)
39	87202	ELECTRICIANS	1,510	1,840	330	LONG-TERM ON-THE-JOB TRAINING (9)
40	85302	AUTOMOTIVE MECHANICS	2,160	2,480	320	LONG-TERM ON-THE-JOB TRAINING (9)
41	31314	TEACHERSVOC EDUC & TRAINING	1,330	1,640	310	WORK EXPERIENCE (8)
42	65026	COOKSRESTAURANT	2,040	2,350	310	LONG-TERM ON-THE-JOB TRAINING (9)
43	66005	MEDICAL ASSISTANTS	980	1,290	310	MODERATE-TERM ON-THE-JOB TRAINING (10)
44	13011	MARKET, ADVER, PUB-REL MGRS	1,550	1,850	300	WORK EXP., PLUS A BACHELOR'S OR HIGHER (4)
45	49017	COUNTER & RENTAL CLERKS	1,240	1,540	300	SHORT-TERM ON-THE-JOB TRAINING (11)
46	58023	STOCK CLKSSTOCKROOM, WAREHSE	2,170	2,470	300	SHORT-TERM ON-THE-JOB TRAINING (11)

Table B

### Contra Costa County Occupations with the Greatest Absolute Job Growth Projection Period (1999 - 2006)

Rank	OES Code	Occupation	Annual <i>i</i> 1999 -	Average 2006	Absolute Change	Education/ Experience
47	63014	POLICE PATROL OFFICERS	1,290	1,580	290	LONG-TERM ON-THE-JOB TRAINING (9)
48	15005	EDUCATION ADMINISTRATORS	1,230	1,510	280	WORK EXP., PLUS A BACHELOR'S OR HIGHER (4)
49	53123	ADJUSTMENT CLERKS	1,410	1,690	280	SHORT-TERM ON-THE-JOB TRAINING (11)
50	85132	MAINT. REPAIRERS, GEN UTILITY	2,530	2,810	280	LONG-TERM ON-THE-JOB TRAINING (9)

### **BLS Training Level Definitions**

Occupational training and education classifications were developed by the Bureau of Labor Statistics (BLS) to improve on prior classification systems that did not distinguish between occupations with comparable educational requirements. For example, neither carpenters nor laborers require formal education beyond high school, but the complexity of the work and the training time required results in carpenters being placed in the long-term on the job training category and laborers placed in the short-term on the job training category. Of course there is more than one way to qualify for a job. In this classification system the education and training required reflects the manner in which **most workers** become proficient in that occupation and the **preferences of most employers**.

- **1. First professional degree.** Occupations that require at least two years of full-time academic study beyond a bachelor's degree (for example, law, medicine, dentistry and clergy).
- **2. Doctoral degree.** Occupations that require at least three years of full-time academic study beyond a bachelor's degree culminating in a doctoral degree.
- **3. Master's degree.** Occupations that require the completion of a master's degree program which is usually one to two years beyond a bachelor's degree.
- **4. Bachelor's or higher and some work experience.** Occupations that generally require work experience in an occupation requiring a bachelor's or higher degree. Most occupations in this category are managerial occupations that require work experience in a related non-managerial occupation.
- **5. Bachelor's degree.** Occupations that require the completion of at least 4 but not more than 5 years of full-time academic study beyond high school resulting in a Bachelor' degree.
- 6. Associate degree. Occupations that require the completion of at least 2 years of full-time academic study beyond high school.
- Post-secondary vocational education. Occupations that require completion of vocational school training.
- 8. Work experience. Occupations that require skills obtained through work experience in a related occupation.
- **9. Long-term on-the-job-training.** Occupations that require more than 12 months of on-the-job training or combined work experience and formal classroom instruction for workers to develop the skills needed for average job performance.
- **10. Moderate-term on-the-job-training.** Occupations in which workers can develop average job performance after 1 to 12 months of combined on-the-job experience and informal training.
- **11. Short-term on-the-job-training.** Occupations in which workers can develop skills needed after a short demonstration or up to one month of on-the-job experience and instruction.

## Table C

Contra Costa County Occupations with the Most Job Openings Projection Period (1999 - 2006)

Table C

Rank	OES Code	Occupational Title	Number of Jobs 1999 - 2006	Education/ Experience
1	49011	SALESPERSONS, RETAIL	4,520	SHORT-TERM ON-THE-JOB TRAINING (11)
2	49023	CASHIERS	4,250	SHORT-TERM ON-THE-JOB TRAINING (11)
3	31308	TEACHERSSECONDARY SCHOOL	2,980	BACHELOR'S DEGREE (5)
4	55347	GENERAL OFFICE CLERKS	2,970	SHORT-TERM ON-THE-JOB TRAINING (11)
5	19005	GENERAL MANAGERS, TOP EXECUTIVES	2,550	WORK EXP., PLUS A BACHELOR'S OR HIGHER (4)
6	65008	WAITERS AND WAITRESSES	2,370	SHORT-TERM ON-THE-JOB TRAINING (11)
7	87102	CARPENTERS	2,330	LONG-TERM ON-THE-JOB TRAINING (9)
8	31305	TEACHERSELEMENTARY SCHOOL	2,090	BACHELOR'S DEGREE (5)
9	65041	COMBINED FOOD PREP AND SERVICE	2,030	SHORT-TERM ON-THE-JOB TRAINING (11)
10	79041	LABORERS, LANDSCAPING/GROUNDSKEEPING	1,810	SHORT-TERM ON-THE-JOB TRAINING (11)
11	65038	FOOD PREPARATION WORKERS	1,600	SHORT-TERM ON-THE-JOB TRAINING (11)
12	67005	JANITORS, CLEANERSEXCEPT MAID	1,530	SHORT-TERM ON-THE-JOB TRAINING (11)
13	32502	REGISTERED NURSES	1,500	ASSOCIATE DEGREE (6)
14	25102	SYSTEMS ANALYSTSELEC DATA PROCESSING	1,390	BACHELOR'S DEGREE (5)
15	51002	FIRST-LINE SUP/MGR, CLERL, ADM	1,370	WORK EXPERIENCE (8)
16	25104	COMPUTER SUPPORT SPECIALISTS	1,330	BACHELOR'S DEGREE (5)
17	55305	RECEPTIONISTS, INFORMATION CLERKS	1,310	SHORT-TERM ON-THE-JOB TRAINING (11)
18	98902	HAND PACKERS AND PACKAGERS	1,250	SHORT-TERM ON-THE-JOB TRAINING (11)
19	55108	SECRETARIES, GENERAL	1,220	POST-SECONDARY VOCATIONAL EDUCATION (7)
20	25105	COMPUTER PROGRAMMERS	1,210	BACHELOR'S DEGREE (5)
21	41002	FIRST-LINE SUP/MGR-SALES	1,100	WORK EXPERIENCE (8)
22	97105	TRUCK DRIVERS, LIGHT	900	SHORT-TERM ON-THE-JOB TRAINING (11)
23	55338	BOOKKEEPING, ACCOUNTING CLERKS	880	MODERATE-TERM ON-THE-JOB TRAINING (10)
24	63047	GUARDS AND WATCH GUARDS	810	SHORT-TERM ON-THE-JOB TRAINING (11)

Contra Costa County Occupations with the Most Job Openings Projection Period (1999 - 2006)

Table C

Rank	OES Code	Occupational Title	Number of Jobs 1999 - 2006	Education/ Experience
25	65017	COUNTER ATTENDANTSFOOD	780	SHORT-TERM ON-THE-JOB TRAINING (11)
26	22127	COMPUTER ENGINEERS	760	BACHELOR'S DEGREE (5)
27	31303	TEACHERS, PRESCHOOL	730	BACHELOR'S DEGREE (5)
28	49017	COUNTER AND RENTAL CLERKS	730	SHORT-TERM ON-THE-JOB TRAINING (11)
29	21114	ACCOUNTANTS AND AUDITORS	720	BACHELOR'S DEGREE (5)
30	31521	TEACHER AIDES, PARAPROFESSIONAL	720	ASSOCIATE DEGREE (6)
31	65026	COOKSRESTAURANT	720	LONG-TERM ON-THE-JOB TRAINING (9)
32	85302	AUTOMOTIVE MECHANICS	720	LONG-TERM ON-THE-JOB TRAINING (9)
33	66008	NURSE AIDES, ORDERLIES, ATTENDANTS	710	SHORT-TERM ON-THE-JOB TRAINING (11)
34	13017	ENGINEER, MATH, AND NAT SCI MGR	700	WORK EXP., PLUS A BACHELOR'S OR HIGHER (4)
35	85132	MAINT REPAIRERS, GENL UTILITY	700	LONG-TERM ON-THE-JOB TRAINING (9)
36	87402	PAINTERS, PAPERHANGERSCONSTRUCTION	660	MODERATE-TERM ON-THE-JOB TRAINING (10)
37	13002	FINANCIAL MANAGERS	630	WORK EXP., PLUS A BACHELOR'S OR HIGHER (4)
38	97102	TRUCK DRIVERS, HEAVY	620	SHORT-TERM ON-THE-JOB TRAINING (11)
39	49008	SALES REPS, NON-SCIENTIFIC EX RETAIL	590	MODERATE-TERM ON-THE-JOB TRAINING (10)
40	53905	TEACHER AIDES & EDUC ASSTS, CLERICAL	590	SHORT-TERM ON-THE-JOB TRAINING (11)
41	68038	CHILD CARE WORKERS	590	SHORT-TERM ON-THE-JOB TRAINING (11)
42	87202	ELECTRICIANS	570	LONG-TERM ON-THE-JOB TRAINING (9)
43	95014	PETRO REFINERY, CONTROL PANEL OPERATORS	570	LONG-TERM ON-THE-JOB TRAINING (9)
44	49021	STOCK CLERKSSALES FLOOR	560	SHORT-TERM ON-THE-JOB TRAINING (11)
45	63014	POLICE PATROL OFFICERS	560	LONG-TERM ON-THE-JOB TRAINING (9)
46	53102	TELLERS	540	SHORT-TERM ON-THE-JOB TRAINING (11)
47	58023	STOCK CLERKSSTOCKROOM, WAREHOUSE	540	SHORT-TERM ON-THE-JOB TRAINING (11)
48	15005	EDUCATION ADMINISTRATORS	520	WORK EXP., PLUS A BACHELOR'S OR HIGHER (4)

### Table C

### Contra Costa County Occupations with the Most Job Openings Projection Period (1999 - 2006)

Rank	OES Code	Occupational Title	Number of Jobs 1999 - 2006	Education/ Experience
49	66005	MEDICAL ASSISTANTS	510	MODERATE-TERM ON-THE-JOB TRAINING (10)
50	22121	CIVIL ENGINEERSINCLUDING TRAFFIC	500	BACHELOR'S DEGREE (5)

### **BLS Training Level Definitions**

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- **11. Short-term on-the-job-training.** Occupations in which workers can develop skills needed after a short demonstration or up to one month of on-the-job experience and instruction.

## Table D

Table D

Contra Costa County Census Data: Profile of Selected Economic Characteristics: 2000

Subject EMPLOYMENT STATUS	Number	Percent
Population 16 years and over	724,451	100
In Labor force	474,669	65.5
Civilian labor force	474,037	65.4
Employed	451,357	62.3
Unemployed	22,680	3.1
Percent of civilian labor force	4.8	(X)
Armed Forces	632	0.1
Not in Labor force	249,782	34.5
Females 16 years and over	377,177	100
In Labor force	220,110	58.4
Civilian labor force	219,996	58.3
Employed	208,964	55.4
Own children under 6 years	75,594	100
All parents in family labor force	40,548	53.6
COMMUTING TO WORK		
Workers 16 years and over	442,008	100
Car, truck, or van drove alone	310,286	70.2
Car, truck, or van carpooled	59,769	13.5
Public transportation (including taxicab)	39,652	9
Walked	6,631	1.5
Other means	6,694	1.5
Worked at home	18,976	4.3
Mean travel time to work (minutes)	34.4	(X)
Employed civilian population 16 years and over	451,357	100
Management, professional, and related Occupation	185,100	41
Service occupations	60,299	13.4
Sales and office occupations	126,183	28
Farming, fishing, and forestry occupations	937	0.2
Construction, extraction, and maintenance occupation	40,341	8.9
Production, transportation, and material moving occupation	38,497	8.5
INDUSTRY	0 211	0.5
Agriculture, forestry, fishing and hunting, and mining	2,311	0.5
Construction	34,403	7.6
Manufacturing What and a trade	38,281	8.5
Wholesale trade	15,821	3.5
Retail trade	53,231	11.8
Transportation and warehousing and utilities	24,391	5.4
Information	20,892	4.6
Finance, insurance, real estate and rental and leasing	47,361	10.5
Professional, scientific, management administrative	05 000	445
and waste management services	65,332	14.5
Educational, health and social services	79,967	17.7
Arts, entertainment, recreation, accommodation and food services	28,585	6.3
Other services (except public administration)	21,979	4.9
Public administration	18,803	4.2

Contra Costa County Census Data: Profile of Selected Economic Characteristics: 2000

Table D

Subject Subject	Number	Percent
S OF WORKER  Private wage and salary workers	348,668	77.2
Government workers	62,936	13.9
Self-employed workers in own not incorporated business	38,535	8.5
Unpaid family workers	1,218	0.3
•	1,210	<u> </u>
ME IN 1999	244 440	400
Households	344,442	100
Less than \$10,000	17,656	5.1
\$10,000 to \$14,999	12,393	3.6
\$15,000 to \$24,999	25,908	7.5
\$25,000 to \$34,999	29,345	8.5
\$35,000 to \$49,999	46,316	13.4
\$50,000 to \$74,999	69,476	20.2
\$75,000 to \$99,999	51,287	14.9
\$100,000 to \$149,999	52,442	15.2
\$150,000 to \$199,999	19,385	5.6
\$200,000 or more	20,214	5.9
Median household income (dollars)	63,675	(X
With earnings	287,967	83.6
Mean earnings (dollars)	82,182	(X
With Social Security income	77,906	22.6
Mean Social Security income (dollars)	12,073	(X
With Supplemental Security Income	13,690	4
Mean Supplemental Security Income (dollars)	7,498	(X
With public assistance income	9,745	2.8
Mean public assistance income (dollars)	4,668	(X
With retirement income	61,478	17.8
Mean retirement income (dollars)	21,794	(X
Families	243,971	100
Less than \$10,000	7,788	3.2
\$10,000 to \$14,999	5,817	2.4
\$15,000 to \$24,999	14,033	5.8
\$25,000 to \$34,999	17,236	7.
\$35,000 to \$49,999	30,256	12.4
\$50,000 to \$74,999	50,014	20.5
\$75,000 to \$99,999	40,142	16.5
\$100,000 to \$149,999	44,270	18.
\$150,000 to \$199,999	16,522	6.8
\$200,000 or more	17,893	7.3
Median family income (dollars)	73,039	(X
Per capita income (dollars)	30,615	(X
Median earnings (dollars):		•
Male full-time, year-round workers	52,670	(X
	38,630	(X

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### CALIFORNIA LABOR MARKET INFORMATION PROGRAM AGENCIES

County Agency Agency Contact

Alameda

Oakland Private Industry Council 1212 Broadway, 3rd Floor Oakland, CA 94612 Phone: (510) 768-4400

Fax: (510) 451-4049

Web site: www.oaklandpic.org

Mark Gabel

Phone: (510) 768-4409 Fax: (510) 272-4644

Alpine (Golden Sierra Consortium)

Golden Sierra Job Training Agency 117 New Mohawk Rd., Ste E Nevada City, CA 95959 Phone: (530) 265-3201

Fax: (530) 855-5579 - agency Web Site: www.goldensierra.com Tom Medley (Carol Viola)

117 New Mohawk Rd., Ste E Nevada City, CA 95959 Phone: (530) 265-3201 Fax: (530) 265-5297

**Amador (Mother Lode Consortium)** 

Mother Lode Job Training 19900 Cedar Road North Sonora, CA 95370 Phone: (209) 533-3396 Fax: (209) 533-1079

Web Site: www.jobconnect.org

Lynn Sholer

Phone: (209) 532-2820

**Butte** 

Private Industry Council of Buttle County

2075 Baldwin Avenue Oroville, CA 95966

Phone:

Fax: (530) 532-7674 Web Site: www.ncen.ord/butte Bill Allen

Butte Community Employment Ctr. 78 Table Mountain Blvd, #156

Oroville, CA 95965 Phone: (530) 538-5378 Fax: (530) 538-5341

Calaveras (Mother Lode Consortium)

Mother Lode Job Training 19900 Cedar Road North Sonora, CA 95370

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Web Site: www.jobconnect.org

Lynn Sholer

Phone: (209) 532-2820

**Colusa (North Central Counties Consortium)** 

North Central Counties Consortium 1215 Plumas Street, Ste 1800 Yuba City, CA 95991

Phone: (530) 822-7145 Fax: (530) 822-7150 Web Site: www.nccpic.org Nelson Anthoine Phone: (530) 898-7020 Fax: (530) 822-7150

### CALIFORNIA LABOR MARKET INFORMATION PROGRAM AGENCIES

County Agency Agency Contact

**Contra Costa** 

Workforce Development Board of Contra Costa County

2425 Bisso Lane, Ste 100 Concord CA 94520 Phone: (925) 646-5239 Fax: (925) 646-5517

Web Site: www.wdbccc.com

Tracey Brown

Phone: (925) 646-5023

Del Norte (Northern Rural Training and Employment Consortium)

Private Industry Council of Butte County Bill Allen

2075 Baldwin AvenueButte Community Employment CtrOroville, CA 9596678 Table Mountain Blvd, #156

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 Oroville, CA 95965

 Fax: (530) 532-7674
 Phone: (530) 538-5378

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El Dorado (Golden Sierra Consortium)

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 Web Site: goldensierra.com
 Fax: (530) 265-5297

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Fresno Area Workforce Investment Corp. Stephen Toews

2035 Tulare Street, Ste 203 Phone: (559) 490-7174 Fresno, CA 93721 Fax: (559) 490-7175

Phone: (559) 497-7877 Fax: (559) 490-7175

Web Site: www.jobsfresno.com

Glenn (North Central Counties Consortium)

North Central Counties Consortium

Nelson Anthoine
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Yuba City, CA 95991 Phone: (530) 822-7145 Fax: (530) 822-7150 Web Site: www.nccpic.org

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### CALIFORNIA LABOR MARKET INFORMATION PROGRAM AGENCIES

**County Agency Agency Contact** 

Humboldt

**Humboldt County Employment Training Division** 

930 Sixth Street Eureka, CA 95501 Fax: (707) 445-6228 Web Site: N/A

Phone: (707) 441-4664 Fax: (707) 445-6228

Imperial

Workforce Investment Board of Imperial County

Bldg. 2695 S. 4th St. El Centro, CA 92243

Phone: (760) 336-4074 Fax: (760) 482-2996

Web Site: wibic.bizland.com

Diana Evans

Phone: (760) 482-2972

Workforce Investment Board of Imperial Coun

770 Main Street Fax: (760) 482-2996

Inyo (Kern/Inyo/Mono Consortium)

**Employers' Training Resource** 2001 28th Street

Bakersfield CA 93301 Phone: (661) 336-6849 Fax: (661) 336-6892 Web Site: N/A

Debbie Johnson

Phone: (661) 336-6978

Kern (Kern/Inyo/Mono Consortium)

Employers' Training Resource

2001 28th Street Bakersfield, CA 93301 Phone: (661) 336-6849

Fax: (661) 336-6892 Web Site: N/A

Debbie Johnson

Phone: (661) 336-6978

**Kings** 

Kings County Job Training Office

120 North Irwin Street

Hanford CA 93230

Phone: (559) 585-3538 Fax: (559) 585-7398

Web Site: N/A

John Lehn

Phone: (559) 585-3538

Nina Bigley

Phone: (559) 585-4727 Fax: (559) 585-7398

Lake (North Central Counties Consortium)

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Phone: (530) 822-7145 Fax: (530) 822-7150 Web Site: www.nccpic.org Nelson Anthoine Phone: (530) 898-7020 Fax: (530) 892-9044

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Phone: (530) 538-7301 Oroville, CA 95965
Fax: (532) 532-7674 Phone: (530) 538-5378
Web Site: www.ncen.org/butte Fax: (530) 892-9044

Los Angeles

Fax: (562) 570-7733

City of Long Beach Workforce Development Bureau Phone: (562) 570-7755

110 Pine Avenue, Ste. 1100 Fax: (562) 570-7733 Long Beach, CA 90802 Phone: (562) 570-7730

Web Site: www.longbeachworkforce.org

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Madera County Private Industry Council

Nivia Oliveira

209 East 7th Street

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209 East 7th Street Phone: (550) 662-4593 Madera, CA 93638 Brian Moore

Phone: (559) 662-4500 Phone: (559) 662-4600 Fax: (559) 673-1794 Fax: (559) 673-1794

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 Napa, CA 94559
 Jim Cassio

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 75 Natoma St. Ste A

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 Folsom CA 95630

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 Phone: (916) 985-3330

 Fax: (916) 985-7337

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Lynn Sholer
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Faux (200) 533 1070

Sonora, CA 95370 Fax: (209) 533-1079 Phone: (209) 533-3396 Fax: (209) 533-1079

Web Site: www.jobconnect.org

Mendocino

Mendocino Private Industry Council Joan Kelly

631 South Orchard Avenue Phone: (707) 467-5912 Ukiah CA 95482 Fax: (707) 467-5901

Phone: (707) 467-5900 Fax: (707) 467-5901 Web Site: www.mpic.org

### CALIFORNIA LABOR MARKET INFORMATION PROGRAM AGENCIES

### County Agency

### **Agency Contact**

Merced

Merced County Private Industry Training Department

1880 West Wardrobe Avenue

Merced, CA 95340

Phone: (209) 385-7324 x 2003

Fax: (209) 725-3592

Web Site: www.co.merced.ca.us/pitd

Gary Derr

Phone: (209) 724-2152

Modoc (Kern/Inyo/Mono Consortium)

Employers' Training Resource

2075 Baldwin Avenue Oroville, CA 95966

Phone: (530) 538-7301 Fax: (530) 532-7674 Bill Allen

Butte Community Employment Center

78 Table Mountain Blvd, #156

Oroville, CA 95965 Phone: (530) 538-5378

Mono (Kern/Inyo/Mono Consortium)

Employers' Training Resource

2001 28th Street Bakersfield, CA 93301 Phone: (661) 336-6849 Fax: (661) 336-6892 Web Site: N/A Debbie Johnson Phone: (661) 336-6978

Monterey Bay (Monterey, San Benito, Santa Cruz)

Monterey County Workforce Investment Board

730 La Guardia Street Salinas, CA 93902 Phone: (831) 759-6644 Fax: (831) 755-3246

Web Site: www.co.monterey.ca.us

Lorraine McDonald Phone: (831) 796-3303

**Mother Lode Consortium** 

Mother Lode Job Training 19900 Cedar Road North

Sonora, CA 95370 Phone: (209) 533-3396 Fax: (209) 533-1079

Web Site: www.jobconnect.org

Lynn Sholer

Phone: (209) 532-2820

Napa (North Bay Employment Connection)

North Bay Employment Connection 1700 Second Street, Ste. 378

Napa, CA 94559 Phone: (707) 259-8764

Fax: (707) 259-8681 Web Site: northbayemployment.org Cari Smith Allen Phone: (707) 259-5917

Jim Cassio

75 Natoma Street, Ste. A Folsom, CA 95630 Phone: (916) 985-3330 Fax: (916) 985-7337

### CALIFORNIA LABOR MARKET INFORMATION PROGRAM AGENCIES

County Agency Agency Contact

Nevada (Golden Sierra Consortium)

Golden Sierra Job Training Agency Tom Medley
117 New Mohawk Rd., Ste E (Carol Viola)

 Nevada City, CA 95959
 117 New Mohawk Rd., Ste E

 Phone: (530) 265-3201
 Nevada City, CA 95959

 Fax: (530) 885-5579 - agency
 Phone: (530) 265-3201

 Web Site: goldensierra.com
 Fax: (530) 265-5297

North Bay Employment Connection (NBEC)

North Bay Employment Connection Cari Smith Allen
1700 Second Street, Ste. 378 Phone: (707) 259-5917

 Napa, CA 94559
 Jim Cassio

 Phone: (707) 259-8764
 75 Natoma Street, Ste. A

 Fax: (707) 259-8681
 Folsom, CA 95630

 Web Site: www.northbayemployment.org
 Phone: (916) 985-3330

Finding. (916) 985-7337

**North Central Counties Consortium (NCCC)** 

North Central Counties Consortium

Nelson Anthoine
Phone: (530) 898-7020

Yuba City, CA. 95991 Phone: (530) 822-7145 Fax: (530) 892-9044 Web Site: www.nccpic.org

Northern Rural Training and Employment Consortium (NORTEC)

Private Industry Council of Butte County Bill Allen

2075 Baldwin Avenue Butte Community Employment Center Oroville, CA 95966 78 Table Mountain Blvd, #156

Phone: (530) 538-7301 Oroville, CA 95965
Fax: (530) 532-7674 Phone: (530) 538-5378
Web Site: www.ncen.org/butte Fax: (530) 538-5341

Orange

County of Orange Workforce Investment Board Janice Jump

1300 South Grand, Bldg. B, Third Floor Phone: (714) 567-7414

Phone: (714) 567-7370 Fax: (714) 834-7132 Web Site: www.oc.ca.gov

Santa Ana, CA. 92705

Placer (Golden Sierra Consortium)

Golden Sierra Job Training Agency
117 New Mohawk Road, Ste E

Tom Medley
(Carol Viola)

 Nevada City, CA 95959
 117 New Mohawk Road, Ste E

 Phone: (530) 265-3201
 Nevada City, CA 95959

 Fax: (530) 855-5579 - agency
 Phone: (530) 265-3201

Web Site: www.goldensierra.com Fax: (530) 265-5297

### CALIFORNIA LABOR MARKET INFORMATION PROGRAM AGENCIES

**County Agency** Agency Contact

Plumas (Northern Rural Training and Employment Consortium)

Private Industry Council of Butte County Bill Allen

2075 Baldwin Avenue Butte Community Employment Ctr. Oroville, CA 95966 78 Table Mountain Blvd, # 156 Phone: (530) 538-7301 Oroville, CA 95965

Fax: (530) 532-7674 Phone: (530) 538-5378 Web Site: www.ncen.org/butte Fax: (530) 538-5341

Riverside

Riverside Economic Development Agency Mark Christiansen 1151 Spruce Street Phone: (909) 955-3128

Riverside, CA 92507 (Lorraine Lara) Phone: (909) 955-3100 Phone: (909) 955-1029 Fax: (909) 955-3131 Fax: (909) 955-3131

Web Site: www.rivcoeda.org

Sacramento (Sacramento/Yolo Joint Project)

Sacramento Employment & Training Agency Melissa Noteboom 1122 Del Paso Blvd. Phone: (916) 263-3858

Sacramento, CA 95815 John Harden Phone: (916) 263-3700 1122 Del Paso Blvd. Sacramento CA 95815 Fax: (916) 263-5427

Web Site: N/A

San Benito (Monterey Bay Partnership)

Monterey County Workforce Investment Board Lorraine McDonald Phone: (831) 796-3303

730 La Guardia Street Salinas CA 93902 Phone: (831) 759-6644 Fax: (831) 755-3246

Web Site: www.co.monterey.ca.us

San Bernardino Debra Dukes

County of San Bernardino, Jobs & Employment Services

1075 So. Mount Vernon Avenue Phone: (909) 381-7949 Colton, CA 92324 Fax: (909) 381-7993

Phone: (909) 872-1506 Fax: (909) 872-1578 Web Site: www.jesd.com

San Diego

Web Site: www.workforce.org

San Diego Workforce Partnership, Inc. Alicia Graham

1551 4th Avenue, Ste 600 Phone: (619) 744-0356 San Diego, CA 92101

Phone: (619) 238-1445 Fax: (619) 544-9691

### CALIFORNIA LABOR MARKET INFORMATION PROGRAM AGENCIES

**County Agency** Agency Contact

San Francisco

Private Industry Council of San Francisco

1650 Mission Street, Ste 300 San Francisco, CA 94130-2490

Phone: (415) 431-8700

Fax: (415) 431-8702 Web Site: www.picsf.org Greg Marutani

Phone: (415) 431-8700 ext 310

Leonard Sullivan

Phone: (415) 431-8700 ext 310

Fax: (415) 431-8702

San Joaquin

San Joaquin Employment & Economic Development Department Mike Miller

850 North Hunter Street Stockton, CA 95202 Phone: (209) 468-3500

Fax: (209) 462-9336 Web Site: N/A

Phone: (209) 468-3559

Karen Groupe

Phone: (209) 468-3533 Fax: (209) 468-9336

San Luis Obispo

San Luis Obispo Private Industry Council

4111 Broad Street, Ste A San Luis Obispo, CA 93401 Phone: (805) 788-2601 Fax: (805) 541-4117 Web Site: www.jobhunt.org Michael Taylor

Phone: (805) 788-2616 Creekside Career Center 4111 Broad Street, Ste A San Luis Obispo, CA 93401

San Mateo

Sunnyvale NOVA Private Industry Council

505 W. Olive Avenue, Ste 550

Sunnyvale, CA 94086 Phone: (408) 730-7232 Fax: (408) 773-9054 Web Site: www.novapic.org Jessica Blair

Phone: (408) 522-1049

Santa Barbara

County of Santa Barbara, Department of Social Services

234 Camino Del Remedio Santa Barbara, CA 93110 Phone: (805) 681-4650 Fax: (805) 614-1529

Web Site: www.jobviewer.com

Charlene Foster Phone: (805) 614-1503 Workforce Resource Center 1410 South Broadway, Ste A

Santa Maria, CA 93454

Santa Clara

Sunnyvale NOVA Private Industry Council

505 W. Olive Avenue, Ste 550

Sunnyvale, CA 94086 Phone: (408) 730-7232 Fax: (408) 773-9054 Web Site: www.novapic.org Jessica Blair

Phone: (408) 522-1049

### CALIFORNIA LABOR MARKET INFORMATION PROGRAM AGENCIES

**County Agency** Agency Contact

Santa Cruz (Monterey Bay Partnership)

Monterey County Workforce Investment Board

730 La Guardia Street Salinas, CA 93902 Phone: (831) 759-6644 Fax: (831) 755-3246

Web Site: www.co.monterey.ca.us

Lorraine McDonald Phone: (831) 796-3303

Shasta

Shasta County Private Industry Council

1220 Sacramento Street Redding, CA 96001 Phone: (530) 246-7911 Fax: (530) 245-1596

Web Site: www.norcalink.com

Marilyn Warmington Phone: (530) 245-1570

Sierra (Golden Sierra Consortium)

Tom Medley Golden Sierra Job Training Agency 117 New Mohawk Road, Ste E (Carol Viola)

Nevada City, CA 95959 117 New Mohawk Road, Ste E Phone: (530) 265-3201 Nevada City, CA 95959 Fax: (530) 885-5579 - agency Phone: (530) 265-3201 Web Site: www.goldensierra.com Fax: (530) 265-5297

Siskiyou (Northern Rural Training and Employment Consortium)

Private Industry Council of Butte County

2075 Baldwin Avenue Oroville, CA 95966 Phone: (530) 538-7301 Fax: (530) 532-7674

Web Site: www.ncen.org/butte

Butte Community Employment Ctr. 78 Table Mountain Blvd., # 156

Oroville, CA 95965 Phone: (530) 538-5378

Solano (North Bay Employment Connection)

North Bay Employment Connection 1700 Second Street, Ste. 378

Napa, CA 94559 Phone: (707) 259-8764 Fax: (707) 259-8681

Web Site: www.northbayemployment.org

Cari Smith Allen Phone: (707) 259-5917

Jim Cassio

75 Natoma Street, Ste. A Folsom, CA 95630 Phone: (916) 985-3330 Fax: (916) 985-7337

Sonoma (North Bay Employment Connection)

North Bay Employment Connection 1700 Second Street, Ste. 378

Napa, CA 94559 Phone: (707) 259-8764 Fax: (707) 259-8681

Web Site: www.northbayemployment.org

Cari Smith Allen Phone: (707) 259-5917

Jim Cassio

75 Natoma Street, Ste. A Folsom, CA 95630 Phone: (916) 985-3330

Fax: (916) 985-7337

### CALIFORNIA LABOR MARKET INFORMATION PROGRAM AGENCIES

County Agency Agency Contact

**Stanislaus** 

Stanislaus County Department of Education & Training

P.O. Box 3389

Modesto, CA 95353-3389 Phone: (209) 558-2110 Fax: (209) 558-2164 Web Site: www.standet.org Andy Fiskum

251 East Hackett Road C-2 Modesto, CA 95350 Phone: (209) 558-2107

**Sutter (North Central Counties Consortium)** 

North Central Counties Consortium 1215 Plumas Street, Ste 1800 Yuba City, CA 95991

Phone: (530) 822-7145 Fax: (530) 822-7150 Web Site: www.nccpic.org Nelson Anthoine Phone: (530) 898-7020 Fax: (530) 892-9044

Tehama (Northern Rural Training and Employment Consortium)

Private Industry Council of Butte County

2075 Baldwin Avenue Oroville, CA 95966 Phone: (530) 538-7301

Fax: (530) 532-7674 Web Site: www.ncen.org/butte Bill Allen

Butte Community Employment Center

78 Table Mountain Blvd. # 156

Oroville, CA 95965 Phone: (530) 538-5378 Fax: (530) 538-5341

Trinity (Northern Rural Training and Employment Consortium)

Private Industry Council of Butte County

2075 Baldwin Avenue Oroville, CA 95966 Phone: (530) 538-7301 Fax: (530) 532-7674 Web Site: www.ncen.org Bill Allen

Butte Community Employment Ctr. 78 Table Mountain Blvd., # 156

Oroville, CA 95965 Phone: (530) 538-5378 Fax: (530) 538-5341

Tulare

Tulare County Workforce Investment Dept.

4025 West Noble Avenue, Ste. A

Visalia, CA 93277 Phone: (559) 713-5200 Fax: (559) 713-5264 Web Site: www.tcpic.org Jeannie Warren Phone: (559) 713-5234

**Tuolumne (Mother Lode Consortium)** 

Mother Lode Job Training 19900 Cedar Road North Sonora, CA 95370 Phone: (209) 533-3396

Phone: (209) 533-339 Fax: (209) 533-1079

Web Site: www.jobconnect.com

Lynn Sholer

Phone: (209) 532-2820

### CALIFORNIA LABOR MARKET INFORMATION PROGRAM AGENCIES

### **County Agency**

### **Agency Contact**

### Ventura

County of Ventura Workforce Administration

505 Poli Street Ventura, CA 93001 Phone: (805) 652-7601 Fax: (805) 652-7842

Edna Lindstrom Phone: (805) 652-7892

Web Site: www.ventura.org

### Yolo (Sacramento/ Yolo Joint Project)

Sacramento Employment & Training Agency 1122 Del Paso Blvd Sacramento, CA 95815

Phone: (916) 263-3700 Fax: (916) 263-5427

Melissa Noteboom Phone: (916) 263-3858

John Harden 1122 Del Paso Blvd. Sacramento, CA 95815 Phone: (916) 263-3893

### **Yuba (North Central Counties Consortium)**

North Central Counties Consortium 1215 Plumas Street, Ste 1800 Yuba City, CA 95991

Phone: (530) 822-7145 Fax: (530) 822-7150 Web Site: www.nccpic.org Nelson Anthoine Phone: (530) 898-7020 Fax: (530) 892-9044



# This directory contains the following indispensible occupation resource information:

- Descriptions of Occupations
- Industries Hiring Specific Occupational Groups
- Emerging Occupations
- Projections of Expected Job Openings
- Wages, Income Growth Potential, Benefits, Hours and Working Conditions
- Required Licensing, Training and Education





